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# STORES MANAGEMENT

## A TRAINING JOB MANUAL

by

CAMELLA FERNANDEZ

ASSISTANT SECRETARY

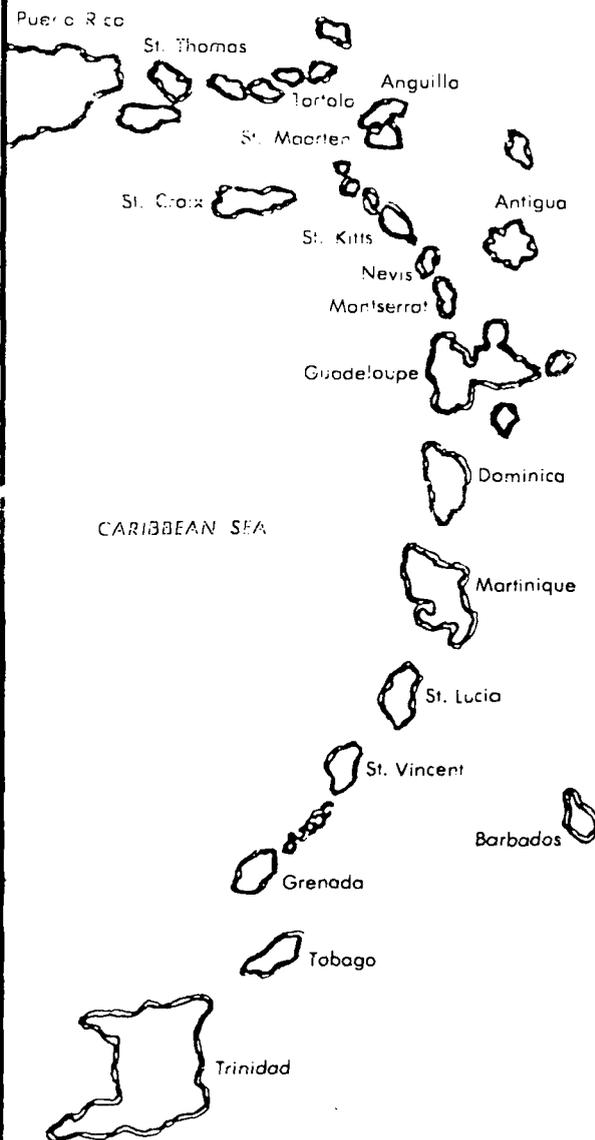
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80 ST

CARIBBEAN BASIN WATER MANAGEMENT PROJECT

STORES MANAGEMENT

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## PREFACE

### PURPOSE OF TRAINING/JOB MANUAL

Maintaining effective and efficient on-the-job performance should be the aim of not only every supervisor and foreman but also of every worker. Frequently some improvement in performance is noted after training. Over time, however, performance often decreases to, or below the original level. One way to set standards of performance and to suggest methods of attaining the desired performance so that it is clear to the worker, the supervisor or foreman as well as the trainer, is to provide a training/job (T/J) manual which clearly states the desired performance and suggests procedures for the worker to attain this level of performance. The following T/J manual does just this.

### HOW TO USE THE TRAINING/JOB MANUAL

The materials that follow can be used in a number of delivery systems, depending on the nature of performance that needs to be improved. If the trainees are new to the subject matter, the T/J manual can be used in a formal training system. There are sufficient detailed descriptions of supplies and materials as well as training activities to guide the trainer.

A supervisor, foreman or trainer required to diagnose performance deficiencies, can use the operation breakdown sheet as a reference to identify the area of performance deficiency. He can then concentrate training on this particular area by using the appropriate sections of the T/J manual as a guide.

Workers who are eager to move ahead in acquiring new knowledge and skills could use the T/J manual, along with assistance from fellow workers who are knowledgeable in the subject area, to study the material on their own.

The T/J manual is designed to be used on-the-job as a ready reference as needed. In many cases, job-aids can be lifted from the manual and posted directly at the site where the performance is to take place as a constant reminder to the worker of the proper procedure for a task.

WHERE TO GET MORE INFORMATION

This T/J manual is one of many being developed by the Caribbean Basin Water Management Project to improve the performance of personnel in the water utilities of the Eastern Caribbean. Manuals will be developed in many aspects of water utility operation, maintenance, and administration. For more details on manual availability and other aspects of this project contact:

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Caribbean Basin Water Management Project  
PAHO/WHO  
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Bridgetown, Barbados

## UNIT 1

*Orders Stores*INTRODUCTIONWHAT IS THIS UNIT ALL ABOUT?

This unit concerns the activities of the stores clerk and what must be done to ensure efficient operation of the stores division. Activities include ordering, receiving, storing and accounting for stores, as well as valuing inventories.

WHY DOES THE TRAINEE NEED THIS?

It is important that an adequate quantity of supplies and equipment be on hand at all times since many of the activities of the utility cannot be carried out without them. Having adequate supplies on hand is important not only for emergencies but also for routine operations. Good budgeting and records on available stores are dependent on good record management.

WHAT DOES THE TRAINEE NEED TO KNOW BEFORE BEGINNING?

He or she should hold G.C.E. ordinary level certificates in English Language and Mathematics.

## INTRODUCTION (Cont'd)

### WHAT SUPPLEMENTARY MATERIAL WILL HELP?

#### Dictionary of Commerce

Copy of Customs regulations and tariffs

Copy of Port Authority Act

Copy of Port tariff

Dictionary of Commerce

Elements of Commerce, Parts I and II, by H.L. Carrad

and L. Oliphant; published by Cassell and Company Ltd.,

25 Red Lion Square, London W.C.1, England.

### WHAT ARE THE OBJECTIVES?

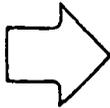
The trainee will be able to:

1. List the details required in a requisition and detect the shortcomings in requisitions.
2. Prepare a tally sheet.
3. Prepare a list of items to be ordered.
4. Draft a letter of enquiry and understand the letters answering the enquiry.
5. Calculate the cost of the entire order.
6. Prepare an official order.

TRAINING/JOB MANUAL

Stores Management

LESSON 1



REVIEWING THE REQUISITION

ESTIMATED TIME

30 minutes

PREREQUISITES

Knowledge of stores normally used in department

## PERFORMANCE OBJECTIVE:

- The trainee will be able to:

*list the details required in a requisition and detect shortcomings in requisitions.*

- Under the following condition:

*given requisition from each department.*

- To this standard:

*specifications are in accordance with supplier's catalogue or storekeeper's list.*

## TRAINING RESOURCES:

Information Sheets: L1:IS:01 through L1:IS:04.

Work Sheet: L1:WS:01.

## TRAINING ACTIVITIES

TRAINER ACTIVITY	TRAINEE ACTIVITY
<ol style="list-style-type: none"><li>1. Define requisition and discuss the significance of any item.</li><li>2. Distribute Information Sheets L1:IS:01 - 03.</li><li>3. Compare specifications in requisition with those in storekeeper's list (L1:IS:03).</li><li>4. Distribute work sheet L1:WS:01.</li></ol>	<ol style="list-style-type: none"><li>1. Discuss with trainer to clarify points.</li><li>2. Study Information Sheets.</li><li>3. Point out errors in specifications or cases where data are insufficient.</li><li>4. List items with errors or insufficient data, and insert the correct information.</li></ol>

GENERAL INFORMATION

The first step in learning about stores and storekeeping is to learn the paperwork. The first of the official documents you will encounter is the requisition. This is an official request for supplies. The requisition is usually a Minute, or informal letter (see L1:IS:02 for description of Minute). The body of the requisition consists of a list of items required by the Division to carry out its operations.

Once the requisition is in your hands, you must note the specifications of the item(s) being ordered.

Specification is the description of an item. It should include the correct name of the item, the catalogue number, and if applicable the colour, shape, edition, part number, and whether it is a manual or electrical apparatus. Incorrect specifications can lead to the wrong item being supplied.

The specifications are then carefully compared with those in the storekeeper's list or supplier's catalogue and any discrepancies noted and discussed with the person who has ordered the item.

### THE MINUTE

A Minute is an informal type of letter - a memorandum. It is entirely official and should form part of the official records of both the sender and recipient.

The Minute is the principle method of communication between:

- Permanent Secretary and Permanent Secretary
- Ministry Headquarters and its divisions
- Head of Division and Head of Division
- Head of Section and Head of Section
- Head of Sections and Head of Divisions

It is issued from office to office, e.g., Permanent Secretary to Supervisor of Infant Education - not from Mr. X to Mrs. Y. The format is simple and the language straightforward.

The format of a Minute is shown in the sample in L1:IS:03. Note that the subject of the Minute is inserted after the reference number, followed by the text. The signature is placed over the official designation of the officer who is sending the Minute, or over the signature of the officer on whose behalf he is authorised to sign it.

All outgoing correspondence should be collected, recorded, and dispatched by the Registry and a copy put in the relevant file.

EXAMPLE OF A MINUTE

FROM: Director of Sports (Sports & Games Division)  
TO: Storekeeper, Ministry of Sports  
DATE: 7th July 1980  
NO: SC.7/5  
  
SUBJECT: Requisitions - 1980

Your Minute E.C. 28/241 of 25th June 1980, refers.

I shall be grateful if you would supply the following items:

- 3 Olympia 22" carriage typewriters
- 5 Boxes stencils
- 10 Reams duplicating paper (white, 7 x 10")
- 5 Reams typing paper (white, 8 x 10")
- 5 Boxes carbon paper (black 10 3/4 x 8")
- 4 Packs envelopes (white, 3½ x 6", official)
- 20 Dozen tennis balls
- 8 Dozen cricket balls
- 12 Cricket bats

Director of Sports

STOREKEEPER'S LIST

ITEM	CATALOGUE NO.	DESCRIPTION
<u>Furniture and Equipment</u>		
Book cases		
Stacking chairs	MS 67/17	Ordinary wooden
Stacking chairs	MS 67/617	
Stacking desks	MT 17	
Chalk board		Without stand 4 x 4"
Chalk board		Without stand 4 x 8"
Teachers' chairs	MS 16	
Teachers' table		3' 6" x 2' 6" x 2' 6"
Lumber		White pine
Lumber		Pitch pine
<u>Stationery and Supplies</u>		
Admission registers	029-018-002	9½ x 8 7/7"
Attendance registers	029-002-001	9 x 7"
Bass brooms		
Bulbs		
Carbon paper	155-004-007	Black 10 3/8 x 8"
Chalk		
Correcting fluid		
Dettol		
Duplicating paper	035-001-000	8 x 10"
Duplicating ink		

STOREKEEPER'S LIST (Cont'd)

ITEM	CATALOGUE NO.	DESCRIPTION
<u>Stationery and Supplies</u> <u>(Cont'd)</u>		
Dusting cloth		
Envelopes	025-033-006	Brown 3½ x 6"
Envelopes	025-006-006	White 6½ x 4"
Envelopes	025-026-000	White 9 x 4", official/commercial
File jackets		
Gloy		
Glue		Coloured
Glue		Plain or white
Hand brushes		
Staples		
Lead pencils		
Lavatory brushes		
Masking tape		
Paper clips (20)		Large lipped boxes
Rubber bands		
Rulers		
Stapling machine		
Stencil		
Toilet soap		
Stamp pad		
Stamp dye		
Toilet tissue		

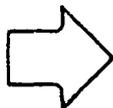
STOREKEEPER'S LIST (Cont'd)

ITEM	CATALOGUE NO.	DESCRIPTION
<u>Stationery and Supplies</u> (Cont'd)		
Typing paper	027- or 7-140	White 8 x 10"
Writing paper	027- or 7-140	Wide single lines
Wastepaper basket		
Soap powder		
Vim		
Scrap pad		100 leaf
Foolscap paper (500)		13 x 8" single sheets
Slide or, paper slips	144-007-001	
<u>Power Tools</u>		
Hand drill		3/8" capacity, 220 V, 60 cycles, with key.
Finishing sander		10 x 4 1/2"
Veneer trimmer		3 x 24"
Lond bed		8" jointer with guard and stand 440 V
3-Phase		With pulley and belt
Radial arm (saw)		14" complete with stand
3-Phase		
3-Phase		440 V, 3 H.P., 60 cycles
<u>Accessories for power tools</u>		
Dado head set		5/8" bore
Dado head table		
Saw blades		5/8" bore, 10" diameter

Problem: Compare Requisition in L1:IS:03 with Storekeeper's list in L1:IS:04. Note any discrepancies and record them here.

ITEM	ERROR IN DESCRIPTION OR SPECIFICATION AND CORRECTION

LESSON 2



PREPARING THE TALLY SHEET

ESTIMATED TIME

PREREQUISITES

Know how items are categorised in the department

PERFORMANCE OBJECTIVE:

- The trainee will be able to:  
*prepare a tally sheet.*
- Under the following condition:  
*given requisitions.*
- To this standard:  
*accurately and legibly.*

TRAINING RESOURCES:

Information Sheets: L2:IS:01 through L2:IS:02.

Work Sheet: L2:WS:01.

## TRAINING ACTIVITIES

TRAINER ACTIVITY	TRAINEE ACTIVITY
<ol style="list-style-type: none"><li data-bbox="172 451 703 520">1. Reviews categories into which items are grouped. (L1:IS:01)</li><li data-bbox="172 582 715 650">2. Explain what a tally sheet is. Refer to L1:IS:01 - 02.</li><li data-bbox="172 712 687 781">3. Demonstrate how to prepare a tally sheet.</li><li data-bbox="172 843 735 940">4. Ask trainees to prepare a tally sheet using requisition on L1:WS:01.</li></ol>	<ol style="list-style-type: none"><li data-bbox="817 451 1364 520">1. Give examples of items in each category.</li><li data-bbox="817 582 1150 615">2. Observe and read.</li><li data-bbox="817 712 1198 745">3. Observe and comment.</li><li data-bbox="817 843 1283 940">4. Prepare tally sheet using information contained in requisition (L1:IS:03).</li></ol>

GENERAL INFORMATION

In the Stores Department of the Civil Service, items are grouped under three broad headings: consumable stores, nonconsumable stores, and scrap material (see U2:L6:IS:02). Subgroups may be formed under each of these heads according to the needs of each Division. For example, stationery and stationery supplies are subgroups under consumable stores, and furniture and equipment are subgroups under nonconsumable stores.

A tally sheet is a form devised to reflect the number of objects or items required, delivered, or received. When filling in a tally sheet, be sure to use the correct columns and provide accurate information. Every error in the correct filling out of forms will cause irritating and unnecessary delays in the ordering and delivery of an item.

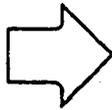
TALLY SHEET OF STORES ISSUED

Departments to whom materials are issued	Typewriters	Stencil	Duplicating Paper	Typing Paper	Carbon Paper	Envelopes
Ministry Headquarters (Admin.)	4	10 boxes	20 reams	30 reams	15 boxes	12 packs
Sports and Games Division	3	5	5	6	10	4
Boys Training School	1	3	5	8	4	6
Ottos Comprehensive School	6	14	15	12	10	8
Princess Margaret School	10	20	25	16	12	20
Pares Secondary	8	16	20	18	12	12
<b>TOTALS</b>	<b>32</b>	<b>78</b>	<b>90</b>	<b>90</b>	<b>63</b>	<b>52</b>

TALLY SHEET OF STORES ISSUED

Departments to whom materials are issued						
TOTALS						

## LESSON 3



## PREPARING AN ORDER FORM

ESTIMATED TIME

45 minutes

PREREQUISITES

Perform mathematical computations

## PERFORMANCE OBJECTIVE:

- The trainee will be able to:  
*prepare a list of items to be ordered.*
- Under the following condition:  
*given tally sheet and stores ledger.*
- To this standard:  
*without omitting any item.*

## TRAINING RESOURCES:

Information Sheets: L3:IS:01 through L3:IS:03.

Work Sheet: L3:WS:01.

## TRAINING ACTIVITIES

TRAINER ACTIVITY	TRAINEE ACTIVITY
<ol style="list-style-type: none"><li data-bbox="172 420 735 520">1. Explain points considered when deciding what quantities should be ordered. (L3:IS:01).</li><li data-bbox="172 582 751 681">2. Select an item from L3:IS:03 and explain how to estimate the amount to be ordered.</li><li data-bbox="172 743 603 814">3. Distribute work sheets. (L3:WS:01).</li></ol>	<ol style="list-style-type: none"><li data-bbox="826 420 1193 451">1. Listen and discuss.</li><li data-bbox="826 582 1193 613">2. Listen and discuss.</li><li data-bbox="826 743 1394 843">3. Complete totals for other items and record in appropriate column of work sheet.</li></ol>

GENERAL INFORMATION

When deciding what quantities of items should be ordered for resupplying the Stores Department, the following should be considered:

- Issue rate
- Buffer stocks
- Financial constraints
- Repairs (dues in)

The Tally Sheet totals are compared with the balances of the stores on the Stores Ledger (L3:IS:02). When the stores appear to be low, taking into consideration the minimum and maximum holding requirements, new stores are ordered.

Terms Used in Import and Export Trade:

Invoice - a detailed list of goods purchased, showing their nature, quantity, price and conditions of sale and delivery.

Invoice Price - The price of an item as stated in the invoice.

Cash Discount - an allowance made to the buyer for prompt payment, or payment before the rest is due.

Issue Rate: The frequency at which stores are issued from the storeroom.

Buffer Stocks: The amount of stock held to last for the period between the placing of an order and the arrival of the goods.

Financial Constraints: Any financial matter which may reduce the purchasing power of the firm, e.g. increase in price of items after budget.

Repairs (dues in): Item/parts undergoing repairs which can be put back into service.

STORES LEDGER  
STATIONERY AND SUPPLIES

Description of Stores: duplicating paper (white - 8 x 10") Unit of Issue: reams

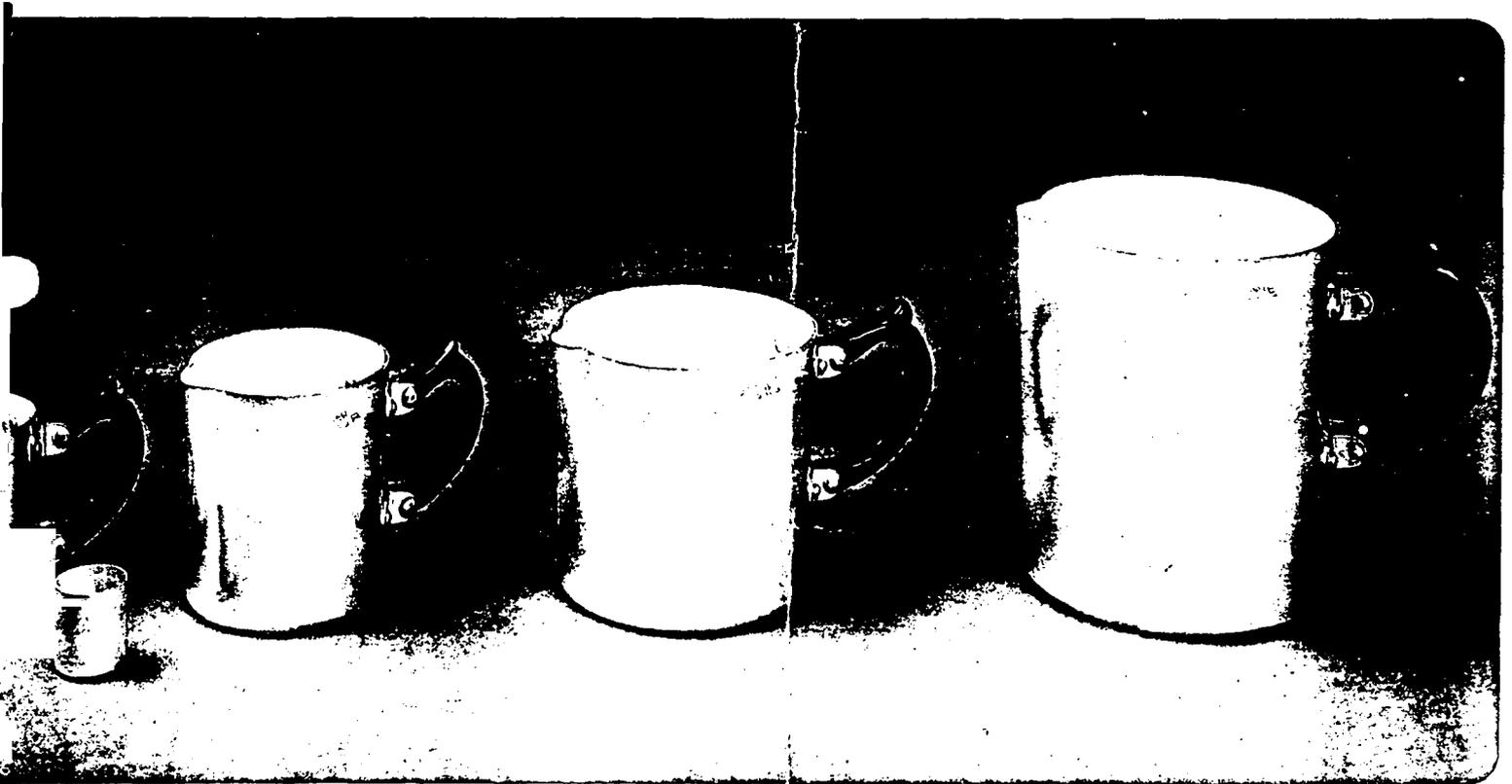
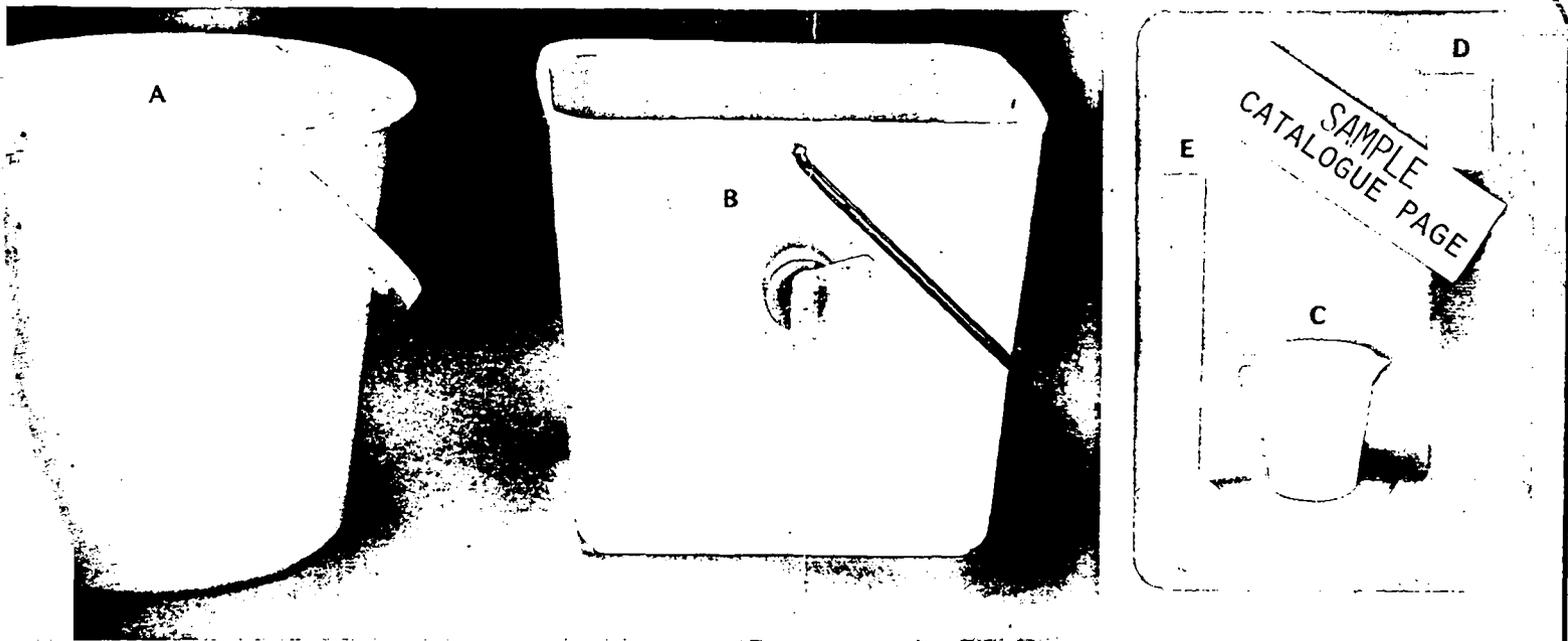
Date	Voucher Number	From whom received and To whom issued	Receipts	Issues	Balance in Stores
18/1/78	00690	From: Office Supplies Co. Ltd.	60 reams	-	
25/1/78	00530	To: Antigua Girls High School	-	5 reams	55

ORDER FORM

No.	Item and Description	Quantity Required	Unit Cost	Total Cost

EXAMPLE

NOTE: Official order forms, for use when placing orders with the Crown Agent, are shown as U1:L3:IS:06 and 07



**A Bucket**  
12 litre capacity calibrated internally for readability.  
£1.95 net each 9895/892

**B Displacement Bucket** ●  
Rectangular 12 litre plastic bucket. The displacement outlet is fitted with a tap which makes it much easier to use.  
£4.95 net each 7010/060

**C ESA Litre Jug**  
Strong translucent plastic with properly designed scale, unique to ESA Litre Jug. Graduated 50ml, figured in 100ml, also graduated and figured every  $\frac{1}{8}$  litre. Two scales for accurate reading.  
38p net each 7017/987

**D Graduated Measuring Cylinder 1000ml**  
In translucent polypropylene. Lightweight but stable on its octagonal base.  
£4.58 net 7028/180

**E Graduated Measuring Cylinder 250ml**  
Graduated measuring cylinder in translucent polypropylene. Lightweight but stable on its octagonal base.  
£2.41 net 7028/172

**F ESA Aluminium Liquid Measures**  
Set of five measures: 1 litre, 500ml, 100ml and 10ml.  
£5.95 net 6448/003

Also available separately are:  
90p net 1 litre 6448/046  
70p net 500ml 6448/038

**G ESA Litre Balance Pans**  
Moulded in strong transparent non-shatter plastic and designed for the ESA Primary Balance.  
Special features of the pans shown are:

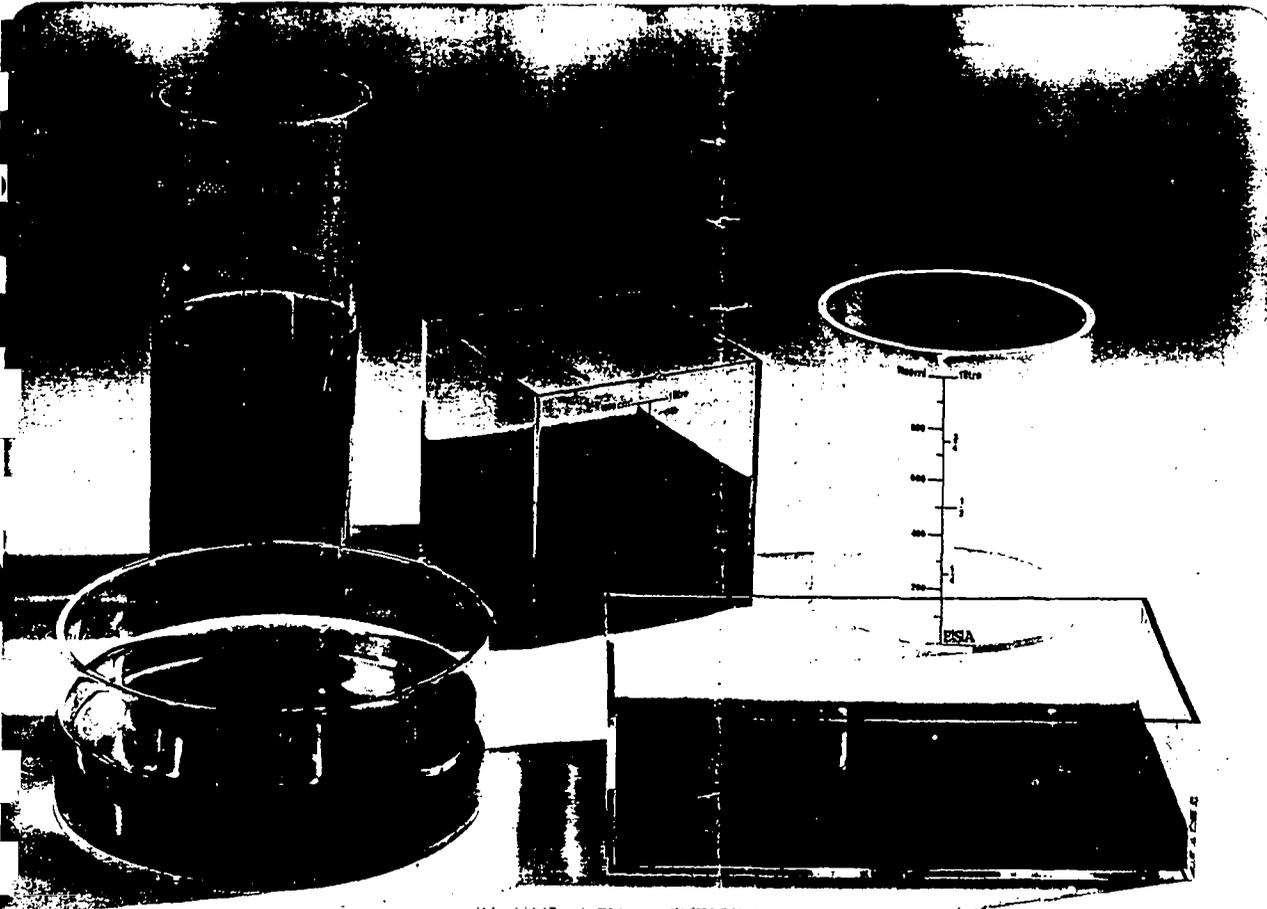
- Circular, 16cm approx. diameter to give 1000ml capacity below pouring lip,
- Conical section for bottom 100ml so that sand etc. can be shaken to centre,
- Next 900ml is almost cylindrical in section and arranged so that 100ml is  $\frac{1}{2}$ cm on the scale,
- Two scales, diametrically opposite, indicating ml and fractions of a litre,
- Locating ring underneath to fit balance and to stand level on table.

90p net each 7029/691

● NEW FOR 1978

State reference number when ordering.

# Measurement: Capacity



**A ESA Litre Capacity Set**  
A new set to show the capacity in five different ways. This set is strongly made. Accurately moulded, transparent, non-shatter plastic, components have the following dimensions:

Shape	Dimensions
Cylinder A	diameter 9.25cm, depth 21cm.
Cylinder B	diameter 16cm, depth 6.35cm.
Cylinder C	diameter 11.55cm, depth 12.25cm.
Cube	length 11cm, breadth 11cm.
Cuboid	length 21cm, breadth 5.50cm.

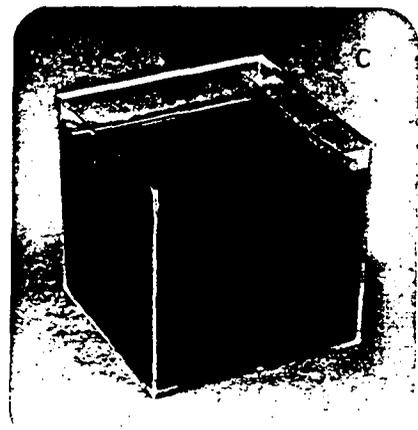
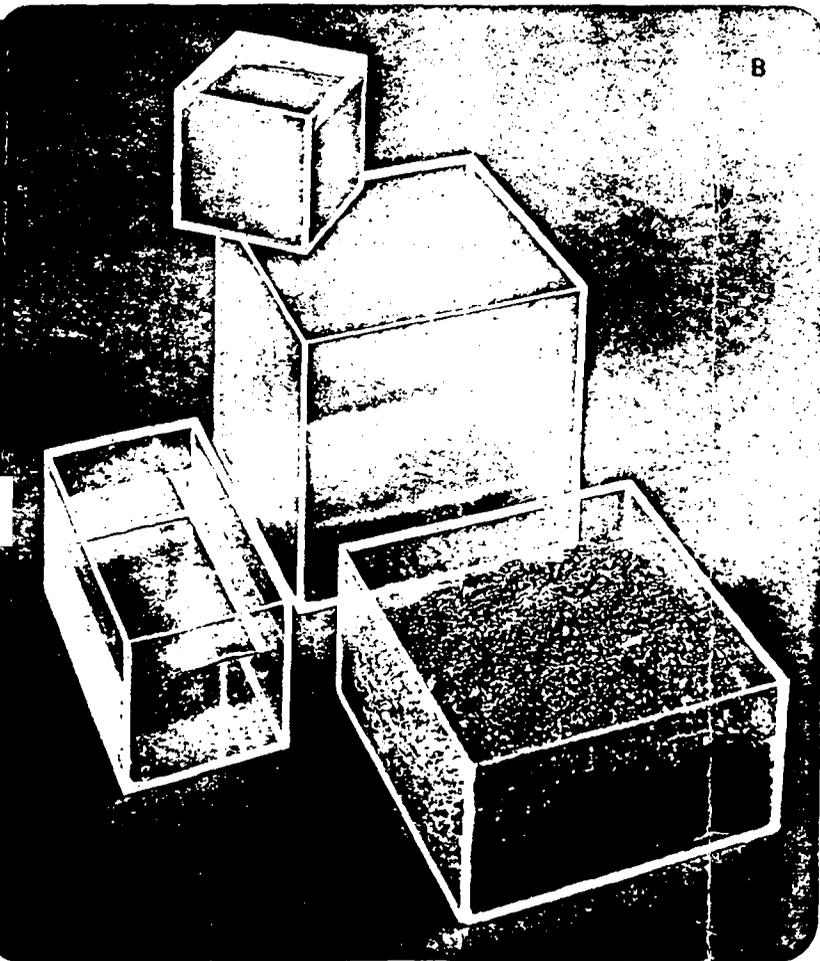
**Graduation and Figuring Cylinders**  
Graduated and figured in litres, quarters on one side each scale graduated in 100ml and figured in ml to 1000ml on the other side scale.

**Cubes and Cuboids:**  
Graduated and figured in litres, quarters on one side each scale graduated in 100cm<sup>3</sup> and figured in 100cm<sup>3</sup> on the other side of each. The set is contained in a strong £6.95 net

**B ESA Capacity Cubes**  
Strongly made from transparent Set of four: 1 litre, 500ml, 250ml and 125ml capacity. £2.63 net

**C ESA Graduated Litre Cube**  
Strongly made from transparent Capacity 1 litre, graduated horizontally on one side in layers of 100ml. 98p net

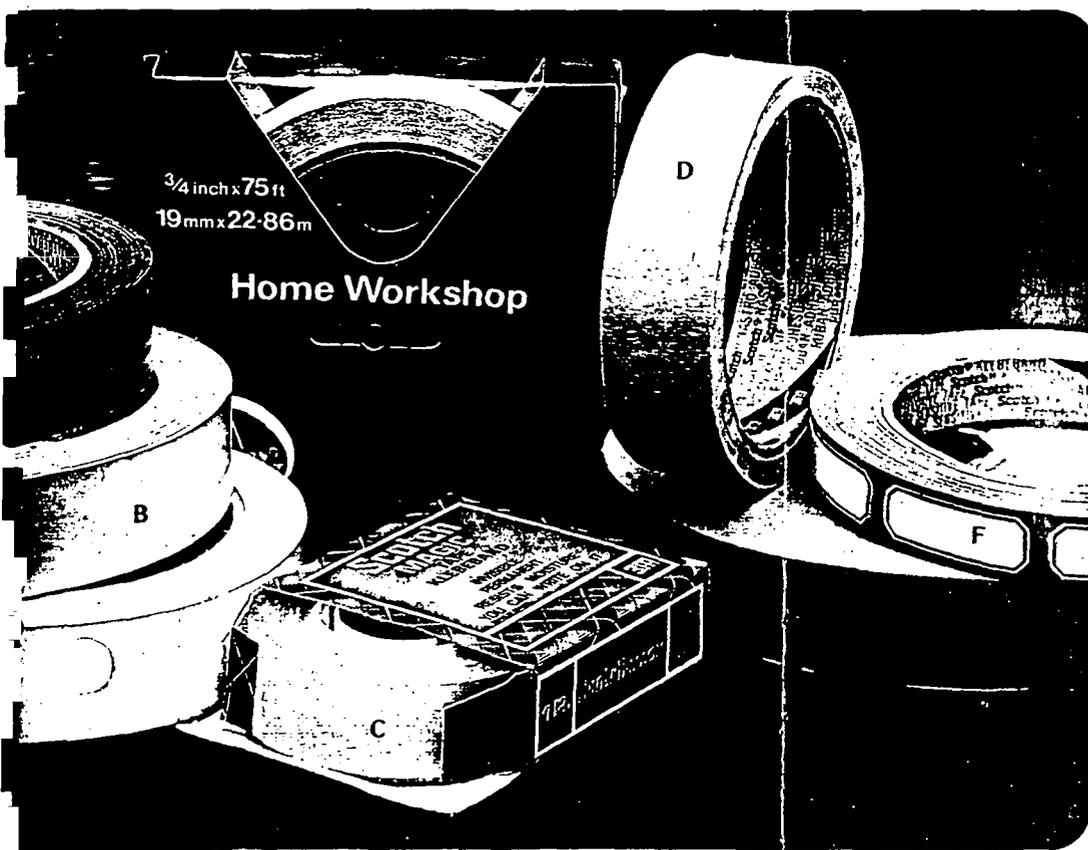
**D ESA Plastic Liquid Measures**  
Polystyrene, set of three: 1 litre and 250ml. £1.49 net



State reference number when ordering



SAMPLE  
CATALOGUE PAGE



A Adhesive Transparent Tape  
 29p per roll 33mx12mm 4571/029  
 35p per roll 66mx12mm 4571/037  
 41p per roll 66mx15mm 4571/061  
 44p per roll 33mx19mm 4571/088  
 52p per roll 66mx19mm 4571/096  
 61p per roll 33mx25mm 4571/118  
 68p per roll 66mx25mm 4571/126  
 £1.36 per roll 66mx50mm 4571/142

B Coloured Adhesive Tape 66mx25mm.  
 £1.57 per roll Red 5766/125  
 £1.57 per roll Green 5766/206  
 £1.57 per roll Blue 5766/214

C Magic Transparent Tape 33m x 19mm.  
 £1.01 per roll 5796/903

D Drafting Tape 50m x 25mm.  
 £1.37 per roll 7007/469

E Masking Tape 19mm 22.86m.  
 50p per roll 5796/776

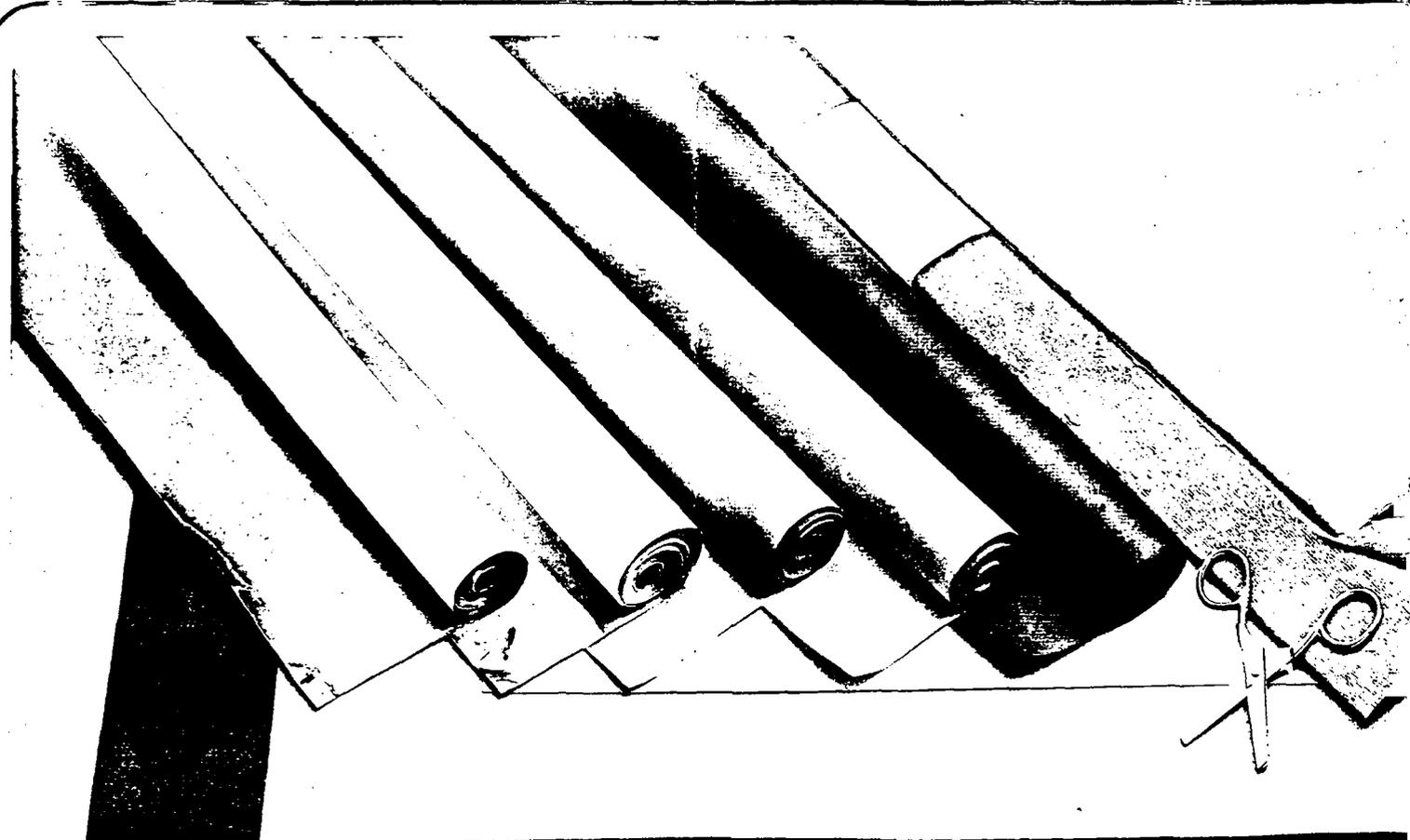
F Continuous Label Tape  
 Self-adhesive tape with special surface to take pen or pencil markings. Label  $\frac{3}{8}$ " x  $1\frac{1}{2}$ ". In 72 yard rolls.  
 £1.83 per roll 4573/013

G Brown Gummed Tape  
 In rolls of 200m x 24mm wide.  
 76p per roll 4568/044

H Tape Dispensers  
 For 36 yd. rolls. Plastic with heavyweight base and non-slip cushion.  
 £6.12 each 4569/008

I For 36 and 72 yard rolls. Approved by the Design Centre. Plastic with heavyweight base and non-slip cushion.  
 £5.82 each 7023/219

State reference number when ordering.



**Academy Art Paper**

A1 size, 23.39"x33.11". 25 sheets per pkt.  
 £1.69 per pkt. Yellow 0201/138  
 £1.69 per pkt. Blue 0201/022  
 £1.69 per pkt. Red 0201/030  
 £1.69 per pkt. Green 0201/073  
 £1.69 per pkt. Grey 0201/081  
 £1.69 per pkt. Black 0201/103  
 £1.84 per pkt. Asstd. cols.0201/111

Size 11" x 7 1/2", 100 sheets per pkt.  
 77p per pkt. Asstd. cols.0201/014

**Black Cartridge Paper**

A1 size, 23.39" x 33.11".  
 £1.39 per pkt 25 sheets 0241/032  
 £4.78 per pkt 100 sheets 0241/040

Size 11" x 7 1/2".  
 £1.07 per pkt 100 sheets 0241/016

**Brown Wrapping Paper** 46" x 36".  
 £2.22 per pkt 25 sheets 0589/012

**Cartridge Paper ISO sizes**

Size A1, 594x841mm (23.39"x33.11").  
 25 sheets per packet.  
 £2.56 per pkt H. S/Fine 0569/038  
 £2.34 per pkt S/Fine 0568/031  
 £1.93 per pkt Thick 0567/035

Size A2, 420x594mm (16.54"x23.39").  
 Thick quality.  
 £1.07 per 25 sheets 0563/048  
 £3.64 per 100 sheets 0563/064  
 £17.98 per 500 sheets 0563/056

Size A3, 297x420mm (11.69"x16.54").  
 Thick quality.  
 68p per 25 sheets 0561/029  
 £1.96 per 100 sheets 0561/037

Size A4, 210x297mm (8.27"x11.69").  
 £1.14 per 100 Shts S/Fine 0510/068  
 95p per 100 Shts Thick 0510/076  
 £5.57 per 500 Shts S/Fine 0510/211  
 £4.54 per 500 Shts Thick 0510/238

**Colouring Paper**

Bulk pack, 10 colours, weighing 15 lbs.  
 Size of sheet 16" x 21".  
 £6.05 per pack 7004/702

**Crepe Paper**

In folds each 50cm wide x 3m long.  
 Price per fold.  
 23p White 3029/115  
 23p Royal Blue 3029/522  
 23p Orange 3029/646  
 23p Leaf Green 3029/468  
 23p Cornflower 3029/530  
 23p Yellow 3029/824  
 23p Red 3029/565  
 23p Pink 3029/328  
 23p Black 3029/123  
 23p Celestial Blue 3029/514  
 23p Emerald Blue 3029/433  
 23p Apple Green 3029/417

**Foil Paper Roll** 12yds x 20".

£3.00 per roll Blue 5779/111  
 £3.00 per roll Green 5779/138  
 £3.00 per roll Red 5779/146  
 £3.00 per roll Gold 5779/154  
 £3.00 per roll Silver 5779/162

**Frieze Paper Rolls** 10.05m x 510mm.

£1.27 per roll Yellow 7005/849  
 £1.27 per roll Orange 7005/857  
 £1.27 per roll Green 7005/865  
 £1.27 per roll Purple 7005/873  
 £1.27 per roll Blue 7005/881  
 £1.27 per roll Red 7005/903  
 £1.27 per roll Dk. Blue 7005/911  
 £1.27 per roll Cream 7005/938  
 £1.27 per roll Brown 7005/946  
 £1.27 per roll Black 7005/954

**Gummed Glazed Paper** Asstd. Colours.

Per 25 sheets. 30" x 20".  
 £5.10 0669/016  
 Per 100 sheets. 20 x 20cm.  
 £2.95 3027/082  
 Per 100 sheets. 15 x 15cm.  
 £1.37 3027/066

**Gummed Circles** Asstd. cols. Pkts. of 100.  
 £1.99 per pkt 15cm diam.5779/812  
 £3.39 per pkt 20cm diam.5779/820

**Gummed Paper Mosaics**  
 15p per pkt 5753/007

**Gummed Paper Shapes**  
 15p per pkt 5752/000

**Ungummed Glazed Paper** Asstd. cols.  
 £4.38 per 25 shts 30x20" 0674/079  
 £2.89 per 100 shts 8x8" 0674/052  
 £1.24 per 100 shts 6x6" 0674/036  
 82p per 100 shts 5x5" 0674/028  
 61p per 100 shts 4x4" 0674/117  
 33p per 100 shts 2x2" 0674/044

**Gold Paper** 30" x 20".  
 £1.54 per 10 sheets 3034/003

**Lettering Paper**  
 30" x 20". White MF Printing.  
 £2.73 per 50 sheets 0595/039

**Mounting Paper - Strong**  
 Glazed one side, 26 1/2" x 16 1/2". Asstd. cols.  
 £1.32 per pkt 25 sheets 0225/142

**Newsprint** Superior quality 30" x 20".  
 £13.98 per 500 sheets 0586/129  
 £3.03 per 100 sheets 0586/110

**White Wove Standard Quality** 32 1/2" x 20".  
 £6.40 per 250 sheets 0553/018

**Ostwald Matt Surface Paper**  
 Gummed. Assorted colours.  
 £2.64 per 100 shts 8"x8" 0675/059  
 £1.15 per 100 shts 6"x6" 0675/032  
 77p per 100 shts 5"x5" 0675/024  
 57p per 100 shts 4"x4" 0675/016

**Silver Paper** 30" x 20".  
 £1.40 per 10 sheets 3035/107

**Sugar Paper**  
 25" x 20". Medium Thickness. Black.  
 £14.24 per 500 sheets 0585/025  
 £1.60 per 50 sheets 0585/017

**Sugar Paper** 25"x20",  
 Price per 500 Sheets.

£14.53 Pink  
 £14.53 Off White  
 £14.53 Buff  
 £14.53 Grey  
 £14.53 Blue  
 £14.53 Green  
 £14.53 Yellow  
 £15.06 Assorted Col

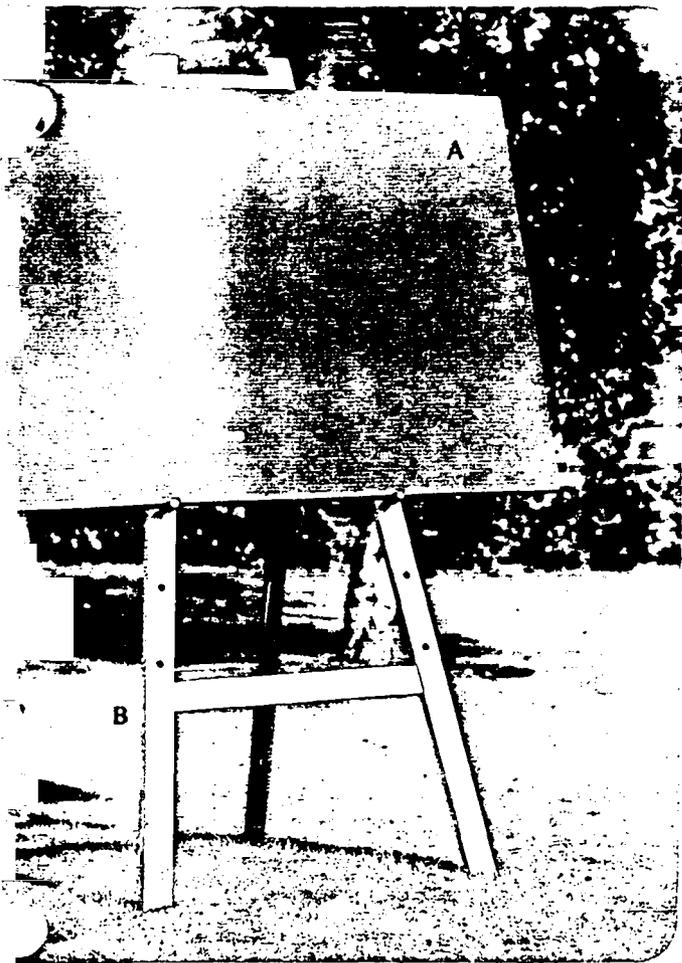
**Sugar Paper**  
 25"x20". Medium thic  
 Sheets.

£3.08 Grey  
 £3.08 Blue  
 £3.08 Green  
 £3.08 Yellow  
 £3.08 Buff  
 £3.08 Pink  
 £3.08 Off White

**Sugar Paper** 30" x 22  
 Superior Quality. Thin  
 £23.23 per 500 sheets  
 £2.62 per 50 sheets

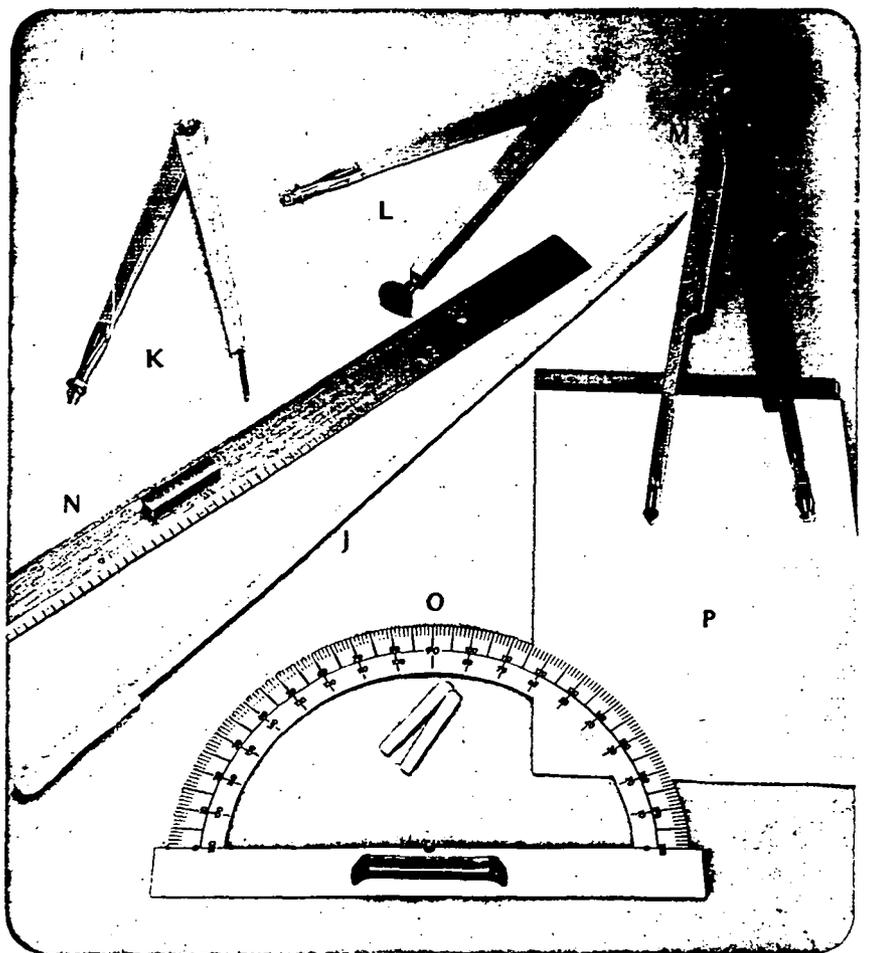
**Tissue Paper** 30"x22"  
 £1.58 White  
 £1.58 Green  
 £1.58 Yellow  
 £1.58 Blue  
 £1.58 Red  
 £1.58 Peach  
 £1.58 Orange  
 £1.58 Heliotrope  
 £1.58 Bro  
 £1.58 Gri  
 £1.58 Cer  
 £1.58 Pink  
 £1.58 Black  
 £1.71 Assorted col

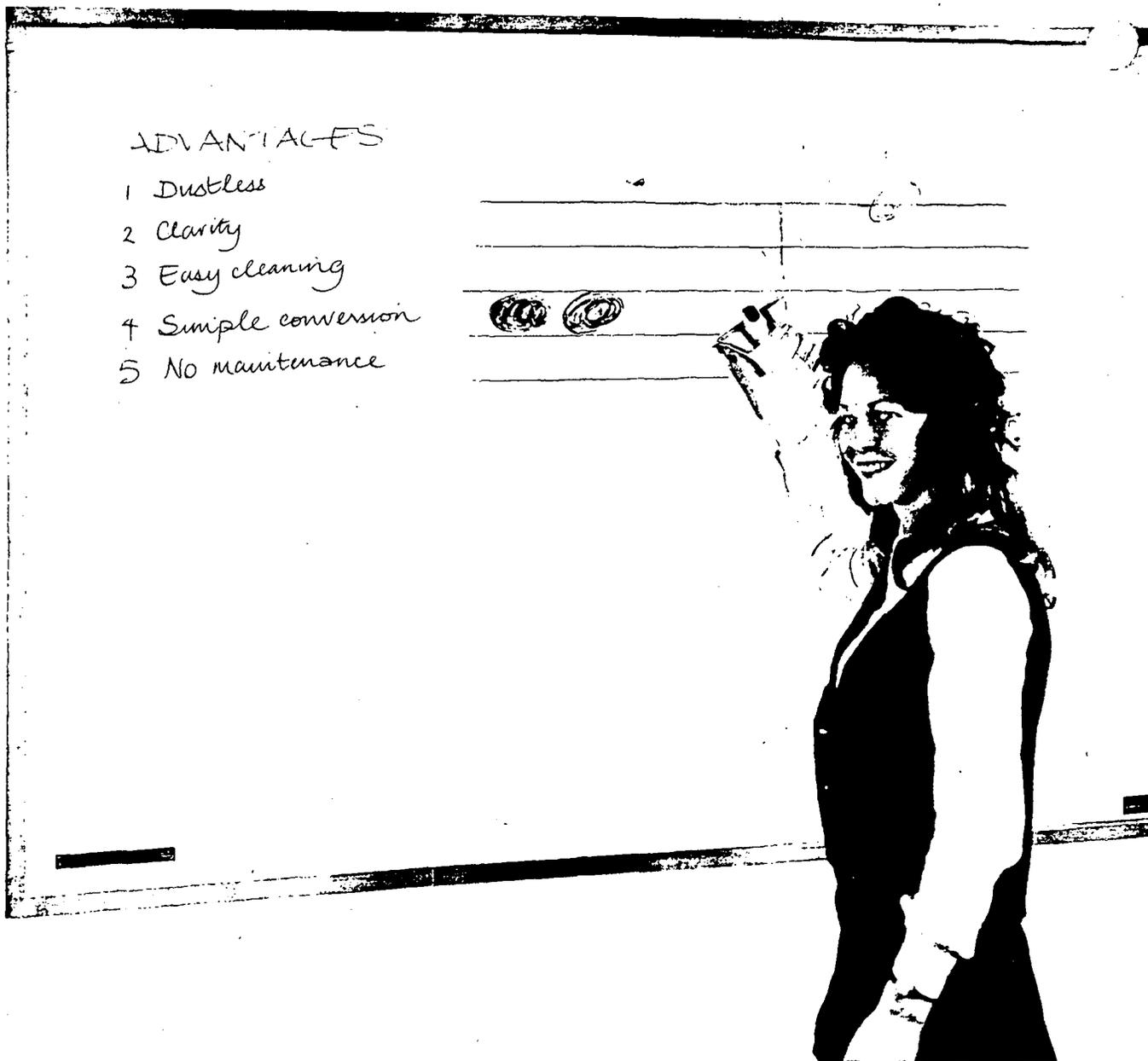
SAMPLE PAGE  
 CATALOGUE PAGE



- A Esavian Superrite Blackboard  
Light in weight, all edges and corners rounded. Unruled, 48" x 36".  
£20.42 each 4265/483
- B Easel  
Solid beechwood. 6' high with double back legs. Complete with pegs.  
£29.37 each 4247/000
- Spare Pegs  
76p per pair 4250/001
- BLACKBOARD CLEANERS**
- C Perfect Cleaner  
Two layers of thick felt, one faced chamois.  
£1.13 each 4228/006
- D Esavian Cleaners  
A continuous strip of felt coiled and fixed edge-on to a polished wooden handle.  
£1.24 each 4230/000
- E ESA Felt Cleaners  
Thick felt on unpolished wooden handle.  
83p each 4229/002
- Yellow Dusters 20" x 22".  
39p each 4793/005
- F White Chalks — Cosmic Anti-dust  
Specially formulated to eliminate floating dust particles. Per box of 1 gross.  
£1.71 per box 4218/000
- Chalk — White  
Enamel-coated to protect hands.  
91p per box of 1 gross 4214/005
- Crayola — White  
Standard school quality chalks.  
80p per box of 1 gross 4215/001
- Crayola Assorted No. 3  
£1.09 per box 4223/187
- G Cosmic Anti-Dust Assorted  
£2.41 per box of 1 gross 4220/188
- Cosmic Anti-Dust Yellow  
£2.45 per box of 1 gross 4220/196

- Cosmic Coloured — Yellow  
£1.10 per box of 4223/195
- H ESA Plasticised Wt. Mega Penguins. Boxes of 87p per box
- I ESA Plasticised Asstd. Cols. Mega Penguins. Boxes of one gross. £1.27 per box 7005/1
- J Blackboard Pointer  
Unpolished hardwood. 36" long.  
£1.07 each 4311/361
- K ESA Pointed Compass  
15". As 'VSS' Model but with standard steel compass point. Hardwood.  
£2.36 each 4235/150
- L 'VSS' Blackboard Compass  
15". The standard blackboard compass fitted with ball and socket joint, suction pad and chalk holder. Hardwood.  
£3.48 each 4234/154
- NEW FOR 1978 ●**
- M ESA Blackboard Compass ●  
24" with a very hard rubber point.  
£1.95 each 4234/162
- N Blackboard Metre. Rule  
Calibrated in units of 10cm.  
£2.37 each 5796/148
- O Protractor  
White polystyrene. Base 18".  
£1.88 each 4233/107
- T Square (not illus.)  
Wood, un-marked.  
32p each 4166/248
- T Square (not illus.)  
39". Metric. 1 edge 1", 1/2", 1/4", other cm's 1 to 100. Both edges figured.  
97p each 5796/156
- P Isometric Grid  
£3.24 per pad 50 sheets 3042/006





ADVANTAGES

- 1 Dustless
- 2 Clarity
- 3 Easy cleaning
- 4 Simple conversion
- 5 No maintenance

**MARKERBOARDS** — a new word in Education coined by ESA, and the most successful replacement for conventional blackboards and chalk, are now used in thousands of schools, offices and computer rooms in many countries. You can benefit from the advantages of the clean, clear and colourful presentation that ESA Markerboards give.

- New types of boards, including magnetic
- Silver-grey and non-reflective
- Bright colours with ESA Maximarkers and Eagle Boardwriters
- No dust
- No maintenance
- Simple and inexpensive conversion
- Semi-permanent diagrams
- Simple purpose-designed cleaner

**Reflection Factor**

Tests carried out by the Furniture Industry Research Association in November 1969 showed that the surface Reflection Factor of the ESA Markerboard surface is approx. 10%. BS3030 Part 4, relating to Chalkboard, suggests a maximum figure of 25%

with an optimum of 15% and it will be noted that the ESA Markerboard's performance in this test is considerably superior to the BS specification.

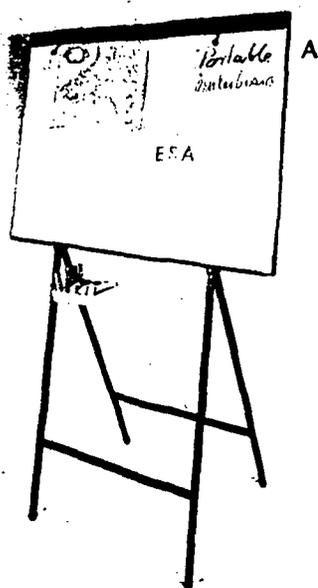
Markerboards — available in different forms for every purpose.

**A Portable Magnetic Markerboard**  
With full height stand. Heavy-duty model specially designed with lecturers in mind, with the famous ESA Markerboard writing surface.

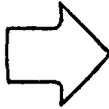
The silver-grey colour is the perfect background for ESA Maximarkers, Eagle Boardwriters and the inexpensive ESA Markerboard Pencils. Two holding studs are provided to allow fitment of the Markerboard Cleaner set (see page 210).

The board is strongly made of steel and is easily positioned on to its legs which lock positively into position making the whole assembly firm and rigid. The size of the board, 32" x 42", and the legs when folded, 43" x 26", make it easy to carry in a car and the weight is low. The board stands 71" high when assembled. All metal parts are stove enamelled in attractive dark grey. The board can be used as a projection screen and is fitted

along the top with a spring clamp for charts and diagrams. It's ideal magnetic symbols!  
£55.60 net



LESSON 4

CORRESPONDING WITH THE SUPPLIER  
TO OBTAIN INFORMATION

ESTIMATED TIME

PREREQUISITES

Ability to read and write

## PERFORMANCE OBJECTIVE:

- The trainee will be able to:

*draft a letter of enquiry and understand the letters answering the enquiry.*

- Under the following condition:

*given scratch pad and pencil.*

- To this standard:

*letters are worded in a manner that will produce the required information.*

## TRAINING RESOURCES:

Information Sheets: L4:IS:01 through L4:IS:07.

## TRAINING ACTIVITIES

TRAINER ACTIVITY	TRAINEE ACTIVITY
1. Explain how to select a supplier for an item ordered.	1. Listen and discuss.
2. Explain the steps taken to obtain quotations from suppliers. Refer to L4:IS:02.	2. Discuss to clarify.
3. Discuss special terms used by buyer and supplier. Refer to L4:IS:03.	3. Study special terms and understand them thoroughly.
4. Explain the text of a letter of enquiry. Refer to L4:IS:04.	4. Prepare a letter of enquiry.
5. Explain how to channel letter for dispatch. Refer to L4:IS:07.	5. Review the steps in dispatching a letter.
6. Explain office practice regarding incoming correspondence. Refer to L4:IS:07.	6. Review the routing of incoming mail.
7. Discuss supplier's letters answering the enquiries. Explain the terms used in the correspondence.	7. Discuss to clarify points.

## OPERATION BREAKDOWN SHEET

POSITION Storekeeper TASK Orders Stores  
 OPERATION Corresponding with Supplier

STEPS (Significant actions which advance the operation towards completion)	KEY POINTS (Keys to doing the steps efficiently and accurately)
1. Study supplier's catalogue.	1.1. Refer to index for name of supplier. 1.2. Record name and address.
2. Draft letter of enquiry.	2.1. State correct name and full description of item. 2.2. State use of item. 2.3. State terms required. 2.4. State expected date of delivery. 2.5. Request samples (if necessary).
3. Type letter of enquiry.	3.1. Use appropriate stationery with correct letter-head.
4. Sign letter.	4.1. Sign on behalf of head of division.
5. Route letter to registry for recording, dispatch, and filing.	5.1. Note details of subject, to whom sent, and date of dispatch in the outgoing correspondence register. 5.2. Place the copy of the letter in the appropriate file.

(cont'd next page)

OPERATION BREAKDOWN SHEET  
(continued)

STEPS	KEY POINTS
	<p>5.3. Place letter in envelope and seal.</p> <p>5.4. Imprint official office stamp on lower left-hand corner of envelope.</p>

STEPS IN A PURCHASE

When a purchase is made by first obtaining price quotations from several suppliers, the sequence of events and the documents used will be as follows:

1. In a large organization a requisition will be received in the Purchasing Department from the Division needing the item.
2. Letters of enquiry are then sent to selected suppliers asking them to quote prices, delivery terms, etc. A letter of enquiry should state:
  - (a) What the item is for.
  - (b) The requirements of the item.
  - (c) Terms required (e.g., "carriage paid").
  - (d) When delivery is required, if urgent.
3. The suppliers will respond, sending quotations and information that answers the points raised in the enquiry. In certain cases the quotation will be accompanied by a sample of the goods the company can supply at present but which may not be exactly the same as those requested.

TERMS USED BY BUYERS AND SUPPLIERS

- Ready delivery - the goods are in stock and can be dispatched as soon as the order is received.
- Prompt delivery - delivery within a few days of receipt of order.
- Forward delivery - delivery at some future date.
- Carriage forward - although this really indicates that the cost of getting the goods must fall on the buyer, in practice it is usually the same as "free on rail" (see below) because the seller will nearly always put the goods on rail unless he expressly quotes "loco" or "ex warehouse".
- Carriage paid - the seller's promise to be responsible for delivering the goods to the buyer's address or to the nearest station to the buyer. (See next item for example.)
- Carriage paid to St. John's Terminal - the supplier will pay for the transport of the goods to the port of Antigua, but the buyer must pay for delivery from the port.
- For acceptance within 14 days - inserted so the supplier is not bound by his quotation for too long should he wish to increase his price.

On approval of account - the seller will demand cash from a company whose ability or willingness to pay is in doubt, but will open an account and accept delayed payment when enquiries have been made and the customer's good credit is verified.

Bill of lading - A contract for the carriage of goods.

F.O.R. (f.o.r.) - free on rail.

F.O.T. (f.o.t.) - free on train.

These clauses are similar except that in the case of free on rail the placing of the goods on the railway's collecting vehicle is included, whereas in the case of free on train this includes all charges up to the loading of the goods on the railway wagon. Unlike Ex works, the goods are not collected at the seller's doorstep but are delivered by the seller into the custody of the railway (conveyance).

The seller must:

- (a) Take such steps as are necessary to see that loading takes place in accordance with the railway's regulations.
- (b) Provide tarpaulins or other protective coverings (if necessary) for the protection of the goods, although the charges will be placed on the buyer's account.

The buyer must give the seller due notice of the destination of the goods.

F.A.S. (f.a.s.) - free alongside ship (named port).

The seller's responsibility and risk in respect to the goods are discharged at the moment they are placed alongside the ship for

loading. It is then the buyer's responsibility to oversee the actual loading of the goods over the ship's rail. When the ship is berthed in stream, the seller must provide and pay for lighter unless the delivery is "free of lighter".

F.O.B. - free on board (to a named port).

There are two types of F.O.B. contracts in use:

- (a) Ordinary F.O.B.
- (b) F.O.B. with contract it cleanses providing for additional duties by the seller.

Under the ordinary F.O.B. the seller must arrange for the goods to be delivered over the ship's rail at the point of shipment and must pay all expenses including loading charges up to that point. The buyer then bears all subsequent expenses. The buyer must name an effective ship - one ready and able to accept delivery of the goods at the point of shipment. Failure of the buyer to name a ship, or if he delays in doing so, entitles the seller to damages. If the nominated ship is withdrawn or the nomination fails for some other reason, a substitute ship may be named if this can be done in time.

Under the F.O.B. with contract, the seller sometimes undertakes the additional duty of making arrangements for shipping and insuring the goods. Under this agreement the buyer need not name a ship. However, the seller is then entitled to a commission, except in countries where there is a contrary agreement or trade custom.

Under the ordinary F.O.B., the risk, together with possession and property, are assured by the carrier when he receives the goods.

Under the F.O.B. with contract, the risk is assumed by the carrier on delivery to him, but possession and property are assumed by the seller until the point at which he gives the bill of lading to the buyer. Thus risk, possession, and property are separated under the F.O.B. with contract.

SAMPLE LETTER OF ENQUIRY

President Water Services  
Crystal Springs  
Sasa  
West Indies

Reference: 123/76/340 (proj. 618)

16 August 1980

Cyprus Business Corporation  
4 Ivy Crescent  
London SE17 5UP  
England

Dear Sir:

We are interested in the following machines which are marketed by your Corporation and would be grateful if we could obtain information regarding brand names, model, price and terms of sale and delivery for the following machines:

1. Adding Machines - (Electrical)
2. Typewriters, manual and electrical - carriage 22"
3. Stencil Duplicator - (Electrical), cost - approximately £260.00

The Adding Machines are urgently required for use in our accounts department, therefore a prompt reply would be appreciated.

Yours faithfully,

J. VILLIAN  
For Manager, President Water Services,

SAMPLE LETTER FROM SUPPLIER

CYPRUS BUSINESS CORPORATION  
 4 Ivy Crescent  
 London SE17 5UP England

Our ref: GIX/ANTUKLONE 7/02015/1  
 Your ref: 123/76/340 (proj 61B)

25 August 1980

President Water Services  
 Crystal Springs  
 Sasa  
 West Indies

Dear Sir:

ITEMS 6 AND 29

We refer to the above items and your letter dated 16 August 1980 advising that all the adding machines required should be electrically operated. We have pleasure in detailing two offers for your approval.

1. Olympia Business Machines

Adding Machines CA 12  
 The machines are of West German origin  
 4 @ £60 - £240 ex Works  
 Packing and delivery at extra cost

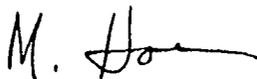
2. British Olivetti Limited

Summa Quanta 20 add-listing machine  
 The machines are of Italian origin  
 4 @ £89.50 each - £350.00  
 Less 20% discount - £71.60

£286.40 F.O.B. UK Port

Delivery for both offers is 2 weeks from receipt of order. We regret that no adding machines are manufactured in the UK.

Payment: 30 days from date of invoice.



M. Hoe  
 For Cyprus Business Corporation

SAMPLE LETTER FROM SUPPLIER

CYPRUS BUSINESS CORPORATION  
4 Ivy Crescent  
London SE17 5UP  
England

Our Ref: GLX/ANTUKLONE 7/02015/4  
Your Ref: 123/76/349

28 August 1980

Telephone No.: 916205

The Manager  
President Water Services  
Crystal Springs  
Sasa  
West Indies

Dear Sir:

Subject: Stencil Duplicator

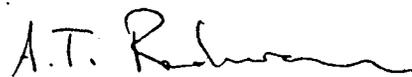
We submit the following report for your information; item No. 30.

We have been advised by the suppliers Messrs. Todd Ltd. that their cheapest electrically operated duplicator is model 410 at a price of £382.50 f.o.b. London, inclusive of 10% discount.

As this price is greatly in excess of your estimate of £208.33 plus 25% discretionary allowance, the supplier has also offered a hand-operated foolscap stencil duplicator model 145 at £162.00 f.o.b. London, inclusive of 10% discount.

Delivery would be 6 weeks from receipt of order. Both machines are of UK origin.

In view of the above we are holding this item in abeyance pending receipt of further instructions from you.



A. T. Redway  
for Cyprus Business Corporation

DISPATCHING CORRESPONDENCE

Draft is prepared by officer responsible and given to typist. It is typed (usually original and two copies, envelope(s) is also addressed) and sent back to officer who prepared draft for signature - signs on behalf of Permanent Secretary. The signed copies are sent to the dispatch clerk who notes the date of the correspondence subject, to whom the correspondence is addressed and the date of dispatch in the dispatch register. The correspondence is then folded and placed in an envelope and the envelope is sealed and stamped with the official Ministry stamp. It is then placed in the outgoing mails tray from where it is collected by the office attendant and taken to the post office, or delivered direct to the business place to which it is addressed.

In the case of mails going overseas stamps are affixed to the envelope by the clerk responsible for the stamp imprest. The correspondence is then placed into the "outgoing mails" tray to be taken to the post office.

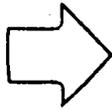
ROUTING INCOMING CORRESPONDENCE

The mail is brought to the office by the Office Attendant, who delivers it to the Registry Clerk. The Registry Clerk opens the mail, stamps it, puts it on a clipboard, and sends it to the Permanent Secretary. The P.S. reads the mail, indicates the appropriate officer to act on it, and sends the clipboard back to the Registry Clerk. The Clerk then places the correspondence in a file and sends the file to the officer indicated by the P.S.

TRAINING/JOB MANUAL

Stores Management

LESSON 5



DETERMINING THE COST OF THE ORDER

ESTIMATED TIME

1 hour

PREREQUISITES

Familiarity with terms used in quotations, registry procedures

## PERFORMANCE OBJECTIVE:

- The trainee will be able to:  
*calculate the cost of the entire order.*
- Under the following condition:  
*after studying quotations, examining samples, and discussing offers with the Supervisor of Accounts.*
- To this standard:  
*total cost or estimate adequate to pay for all items required.*

## TRAINING RESOURCES:

Information Sheets: L5:IS:01 through L5:IS:04.

Work Sheet: L5:WS:01.

## TRAINING ACTIVITIES

TRAINER ACTIVITY	TRAINEE ACTIVITY
<ol style="list-style-type: none"><li data-bbox="185 449 708 541">1. Explain how to prepare an information sheet. Refer to L5:IS:01 - 02.</li><li data-bbox="185 611 797 674">2. Explain how to calculate the cost of items. Refer to L5:IS:03.</li></ol>	<ol style="list-style-type: none"><li data-bbox="834 449 1321 480">1. Discuss to clarify points.</li><li data-bbox="834 611 1321 642">2. Discuss to clarify points.</li></ol>

## OPERATION BREAKDOWN SHEET

POSITION Storekeeper TASK Orders Stores  
 OPERATION Determining the Cost of an Order

<p>STEPS (Significant actions which advance the operation towards completion)</p>	<p>KEY POINTS (Keys to doing the steps efficiently and accurately)</p>
<p>1. Study quotations received from supplier(s).</p> <p>2. Examine samples (if applicable).</p> <p>3. Discuss the options with the Supervisor of Accounts.</p> <p>4. Prepare list of items.</p>	<p>1.1. Interpret terms used.</p> <p>1.2. Note prices.</p> <p>1.3. Note terms of delivery and payment.</p> <p>2.1. Note the quality of the goods.</p> <p>3.1. Note the advantages of each supplier's offer.</p> <p>3.2. Consider budgetary constraints.</p> <p>3.3. Select the item and supplier most advantageous to you.</p> <p>4.1. Include a description of the item, as well as the quantity required and the price (unit price and total cost).</p>

QUOTATION INFORMATION SHEET

Supplier	Items Offered	Terms of Offer	Cost of Item	
			Unit	Total
Moorecock & Sons Ltd.	Hand drill 3/8" capacity 220V 60 cycles with key No. 000-011-079	5%-7 days, 2 1/2%-3 days Delivery 2 weeks from receipt of order	£25	

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LS:IS:02

CALCULATING COSTS

Cost is the price paid or the consideration given to acquire the goods needed and to pay for their delivery. Costs may include:

- Invoice price less cash discount
- Freight charges, including in-transit insurance
- Buying expenses
- Applicable taxes and tariffs

ORDER FORM

No.	Item and Description	Quantity Required	Unit Cost	Total Cost
05	Hand drill 3/8" capacity, 220V 60 cycles with key	2	\$80.00	\$160.00

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EXAMPLE

L5:IS:04

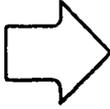
QUOTATION INFORMATION SHEET

Supplier:	Items Offered	Terms of Offer	Cost of Item	
			Unit	Total

TRAINING/JOB MANUAL

Stores Management

LESSON 6



PREPARING AN ORDER

ESTIMATED TIME

PREREQUISITES

To type or print neatly or clearly

## PERFORMANCE OBJECTIVE:

- ⊕ The trainee will be able to:

*prepare an official order.*

- ⊕ Under the following condition:

*given the appropriate form, correct name, description and catalogue number of each item, prices and terms of delivery and payment, name and address of supplier.*

- To this standard:

*accurately and legibly.*

## TRAINING RESOURCES:

Information Sheets: L6:IS:01 through L6:IS:03.

## TRAINING ACTIVITIES

TRAINER ACTIVITY	TRAINEE ACTIVITY
1. Explain the principles of the official forms. Refer to L6:IS:02.	1. Discuss to clarify points.
2. Explain the procedures to be followed when ordering from a supplier for the first time. Refer to L6:IS:02.	2. Discuss.
3. Explain what information should be supplied to facilitate reference and accounting exercises. Refer to L6:IS:02.	3. Discuss.
4. Explain how to complete an order form. Refer to L6:IS:03.	4. Observe how form is arranged and what information is required.

## OPERATION BREAKDOWN SHEET

POSITION Storekeeper TASK Orders Stores  
 OPERATION Preparing an Order

STEPS (Significant actions which advance the operation towards completion)	KEY POINTS (Keys to doing the steps efficiently and accurately)
<ol style="list-style-type: none"> <li>1. Obtain list of items to be ordered.</li> <li>2. Prepare official order(s).</li> <li>3. Route order(s) for endorsement.</li> <li>4. Dispatch order.</li> </ol>	<ol style="list-style-type: none"> <li>1.1. See Lesson 3.</li> <li>2.1. Prepare in triplicate. Use appropriate form.</li> <li>2.2. Insert correct name, description, and catalogue number of each item.</li> <li>2.3. Insert name and address of supplier.</li> <li>2.4. Be sure your company's name and address is on the form.</li> <li>2.5. State price and terms of delivery.</li> <li>3.1. Get the order signed by the head of the division.</li> <li>4.1. Send via appropriate channel. See L4:IS:07.</li> </ol>

PREPARING AN ORDER

Each order must be placed on an official order form. This is to prevent unauthorised buying on the company's account.

If the company has not previously traded with a particular supplier, it will be necessary to supply trade references, etc. in order to open an account with that supplier.

For accounting purposes, the following should be done when placing an order:

- All orders must be numbered for ease of identification and for easy reference on correspondence.
- Every order must be signed by the Chief Buyer or by the Stores Clerk on behalf of the company or utility.
- Catalogue number, price, and delivery conditions must be included, as well as the terms of payment.

SAMPLE ORDER

NO. 7420

Prisco & Sherman Limited  
High Street  
Atlantis

Telephone: ..... Telegram: ..... Date: .....

To:

Sales Manager  
Harcot & Sons Ltd.  
West Street  
Orange Park  
Redona

Dear Sir:

Please supply the following Reg. No. ....

Quantity	Cat. No.	Description	Price	Delivery
2 sets	1234	8" Planner blades (3 per set)	£4.00	Approx. 1 month

Your Quotation No. 2417  
Terms: 2½% monthly account  
Delivery f.o.b. Atlantis

Buying Manager

## UNIT 2

*Receives Stores*INTRODUCTIONWHAT IS THIS UNIT ALL ABOUT?

This unit concerns the activities of the storekeeper and what must be done to ensure efficient operation of the stores division. Activities of the storekeeper include ordering, receiving, storing, issuing, and accounting for stores as well as valuing inventories. This unit covers receiving the stores from the supplier, getting them through customs, unpacking them while checking for defects and damages, and finally branding, registering, and storing them.

WHY DOES THE TRAINEE NEED THIS?

It is important that an adequate quantity of supplies and equipment be on hand at all times since many of the activities of the utility cannot be carried on without them. Such supplies and equipment are important not only in cases of emergency but also for routine operations. Good budgeting and records on available stores are dependent on good record management.

WHAT DOES THE TRAINEE NEED TO KNOW BEFORE BEGINNING?

G.C.E. Ordinary level certificate in English Language and Mathematics.

## INTRODUCTION (Cont'd)

### WHAT SUPPLEMENTARY MATERIAL WILL HELP?

Dictionary of Commerce

Copy of Customs Regulations and Tariffs

Copy of Port Authority Act

Copy of Port Tariff

### WHAT ARE THE OBJECTIVES?

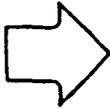
The trainee will be able to:

1. Define conveyance documents and detect irregularities in the invoice when compared with the order.
2. Prepare customs entry document.
3. Deliver customs entry document, obtain goods, transport goods back to premises.
4. Open containers.
5. Verify the number of articles received, evaluate condition of contents, report damages.
6. Brand or mark items, enter details in stores register, arrange items in stores area.

TRAINING/JOB MANUAL

Stores Management

LESSON 1



UNDERSTANDING CONVEYANCE DOCUMENTS

ESTIMATED TIME

20 minutes

PREREQUISITES

Ability to read

## PERFORMANCE OBJECTIVE:

- The trainee will be able to:  
*define conveyance documents*
- Under the following condition:  
*given a conveyance document.*
- To this standard:  
*accurately.*

## TRAINING RESOURCES:

Textbook: Elements of Commerce, Part I  
by H. L. Carrad and L. Oliphant.

Information Sheets: L1:IS:01 through L1:IS:03.

## TRAINING ACTIVITIES

TRAINER ACTIVITY	TRAINEE ACTIVITY
<ol style="list-style-type: none"><li data-bbox="188 428 783 558">1. Explain what conveyance documents are. L1:IS:01. (Also refer to Crown Agent forms in Unit 2 Lesson 3.)</li><li data-bbox="188 592 762 659">2. Explain advice note and invoice. Refer to L1:IS:02 and :03.</li></ol>	<ol style="list-style-type: none"><li data-bbox="831 428 1310 466">1. Discuss to clarify points.</li><li data-bbox="831 592 1198 630">2. Discuss to clarify.</li></ol>

DEFINITION OF CONVEYANCE DOCUMENT

The importer receives advice of shipment from the seller. This is usually accompanied by the Bill of Lading\*, Insurance Policy, Invoice and possibly a Weight Note.

These are the conveyance documents.

\* The Bill of Lading contains particulars of the goods and conditions of carriage by sea. It is a contract between the shipper and the ship owner for the carriage by sea of the merchandise to which it relates. It is signed by the master of the ship when the goods are placed on board, acknowledging their receipt.

It is a document of title to the goods and the holder of it, providing everything is in good order, may demand delivery of the goods. The property in the goods may be transferred by endorsement and delivery of the bill.

## ADVICE NOTE

MacVenn & Company Ltd.  
Cloth Factors  
West Nile Street, Glasgow

---

Telegrams: Vennco, Glasgow

Warehouse: Dockside Street  
Glasgow

Telephone: City 2209

13 January, 1965.

TO: Messrs. Wilson & Westward,  
Northumberland Street,  
Newcastle-on-Tyne.

SIRS,

We have this day dispatched to you by British Railways (Goods)  
the following:

1 end (29 yds.) Maclean Scottish Tweed.

1 end (30 yds.) Mill D. Saxony.

Yours faithfully,

MacVenn &amp; Co., Ltd.

J.B.

Your Order number B.174.

NOTES

(1) Many firms dispense with the Advice Note because their invoicing is always done on the day of dispatch and the invoice serves also as Advice Note. In this case, however, it would be necessary to state the date of dispatch under the terms on the invoice.

(2) Quite often a letter advising dispatch replaces the formal dispatch note, so that there may be opportunity for expressing the hope that the goods will give satisfaction.

## INVOICE

MacVenn & Company Ltd.  
Cloth Factors  
West Nile Street, Glasgow

Telegrams: Vennco, Glasgow

Warehouse: Dockside Street  
Glasgow

Telephone: City 2209

13 January, 1965

SOLD TO:

Your Order Number  
B.174

Messrs. Wilson & Westward,  
Northumberland Street,  
Newcastle-on-Tyne.

29 yds. Maclean Scottish Tweed @ 31s.6d. a yd. . . . .	£45 : 13 : 6
30 yds. Mill D. Saxony @ 32s.6d. a yd. . . . .	<u>£48 : 15 : 0</u>
	<u>£94 : 8 : 6</u>

Part of Order only.  
Terms: 2½%, two months.  
Per British Railways.  
E. & O.E.

NOTES

- (1) This invoice should be dispatched at once so that it may be compared with the quotation when the goods are examined on arrival. This is necessary so that any error may immediately be put right.
- (2) If the customer's order bears a number, that number should always be put on the invoice to facilitate reference.
- (3) E. & O.E. means "Errors and Omissions Excepted", and indicates that the seller reserves the right to correct any error or omission on the invoice.

## LESSON 2



## PREPARING A CUSTOMS ENTRY DOCUMENT

ESTIMATED TIME

25 minutes

PREREQUISITES

Ability to read and write. Recognize form used as customs entry document or warrant

## PERFORMANCE OBJECTIVE:

- The trainee will be able to:  
*prepare customs entry document.*
- Under the following condition:  
*given the appropriate form.*
- To this standard:  
*without omitting any detail.*

## TRAINING RESOURCES:

Information Sheet: L2:IS:01.

Work Sheet: L2:WS:01.

## TRAINING ACTIVITIES

TRAINER ACTIVITY	TRAINEE ACTIVITY
<ol style="list-style-type: none"><li>1. Explain the term "customs entry."</li><li>2. Demonstrate how to complete the customs entry document and explain its use.</li><li>3. Distribute blank form (L2:WS:01).</li></ol>	<ol style="list-style-type: none"><li>1. Discuss to clarify points.</li><li>2. Discuss.</li><li>3. Using the order form in Unit 1, Lesson 6, complete L2:WS:01.</li></ol>

ENTRY FOR GOODS FREE OF DUTY AND FREE CONSUMPTION TAX

FORM No. 9 REG. 35

PORT OF ST. JOHN'S  
AIRPORT, COOLIDGE

EX. SHIP  EX. AIRCRAFT

Importer's Name: Ministry of Education 5

No. of Bill of Lading: Dated: 19...  
No. of Airway Bill: 117-82946872 Dated: 5 March 1980

Name of Warehouse or Transit Area: .....

Entry No. 5540  
and Date: .....

Date of Importation		
Day	Month	Year

Name of Aircraft or Ship	Rotation No. of Aircraft or Ship	Date of Report			Country of Registry	Port or Place whence arrived	Date Deposited		
		Day	Mth	Year			Day	Mth	Year
Eastern		24	11	80	U.S.A.	U.S.A.			

Invoice Examined by: .....

Date: 8/12/80

Total Amount
Received \$ .....
Cashier: .....

Accounting Particulars				Date	Packages Marks & No. & Descr.	Tariff Item No.	Description and Quantity of Goods in accordance with combined Customs Tariff and Trade Classification List	Quantity in Figures	Unit of Quantity	Unit No.	Country of		No. of Country		Value C.I.F.	
Ration No.	Book No.	Folio	W/E E/W No.								Origin	C'signment	Origin	C'signment	\$	c.
	Ministry of Education				2	82.08	Tool kits	109		22	USA	USA	080	080	852	62
	Government of Antigua					49.01	Books	110	lb.	04	"	"	"	"	844	16
	St. John's Antigua					71.10	Oiler	806		22	"	"	"	"	68	71
	West Indies					27.10.80	Oil	1	gal.	09	"	"	"	"	18	82
<p>I certify that above mentioned commodities are for Government use.</p> <p><i>[Signature]</i></p> <p>PERMANENT SECRETARY, MINISTRY OF EDUCATION</p>																

Duty Tax

58 40.63 108 85.26

Goods entering free by reason of for use of 108 84.42

Tariff Item No. 108 6.80

Excise Tax 108 6.80

21	29
31	33
32	34
36	35
	37

See overleaf for what Code Nos. 21/37 indicate and show thus V in square for whichever is applicable.

TOTAL NUMBER OF PACKAGES IN WORDS TWO TOTAL VALUE 1785.31

I / WE enter the above goods as free of Duty and declare that the quantities, description, value and other particulars above stated are true and complete.

*[Signature]*  
Signature of Importer or his Authorised Agent. (1)

Comptroller of Customs & Excise.

\*Delete whichever is not applicable.

(1) The Signature of the Importer or his Authorised Agent must be attested by the Comptroller or a witness whose signature is known to and is approved by the Comptroller.

59

L2:15:01



1. Goods normally dutiable which are admitted free of Duty for the following reasons or uses are to be ticked overleaf in the appropriate box as explained below:

- (a) Goods for use of departments of Government. 21
- (b) Goods for educational, cultural, health, social, ecclesiastical, charitable uses admitted by Cabinet. 29
- (c) Goods for the use of any other Government. 31
- (d) Goods admitted under the Pioneer Ordinance and the Hotels Aid Ordinance. 32
- (e) Goods imported for processing or manufacture by importer registered for Consumption Tax. 23
- (f) Goods for use of U.S. Authorities. 34
- (g) Goods allowed free entry under Carifta. 35
- (h) Goods allowed free entry under E.C.C.M. 36
- (i) Goods allowed free entry for any other reason. 37

Goods free by Tariff and exempt Tax Schedule.

DELIVERY ORDER

RELEASES

TO THE OFFICER AT

.....

Please deliver to .....

the packages entered overleaf.

.....

*Owner or Authorised Agent.*

..... 19

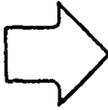
EXAMINATIONS

- 60A -

TRAINING/JOB MANUAL

Stores Management

LESSON 3

DELIVERING CUSTOMS ENTRY FORM,  
OBTAINING GOODS, TRANSPORTING TO  
PREMISES

ESTIMATED TIME

50 minutes

PREREQUISITES

Know location of customs offices  
Ability to read

## PERFORMANCE OBJECTIVE:

- The trainee will be able to:

*deliver customs entry document, obtain goods, transport goods back to premises.*

- Under the following condition:

*given completed form, release from customs, and transport vehicle.*

- To this standard:

*without problems.*

## TRAINING RESOURCES:

Information Sheets: L3:IS:01 through L3:IS:05.

## TRAINING ACTIVITIES

TRAINER ACTIVITY	TRAINEE ACTIVITY
1. Explain procedure of submitting completed customs entry document.	1. Discuss to clarify points.
2. Explain what is done with warrant at the port.	2. Discuss to clarify points.
3. Explain the importance of noting the number of packages received and comparing them with the invoice.	3. Discuss to clarify points.
4. Discuss the various means of transporting goods from port to premises.	4. Discuss.
5. Explain method of arranging transport.	5. Suggest forms of transport for various items.
6. Explain importance of observing the loading of goods onto transport vehicle, as well as the unloading process back at the premises.	6. Discuss.
7. Explain how to locate the office at the port where customs entry form is deposited, and area where goods are received.	7. Review layout of port and procedures to be followed at each point.
8. Arrange for trainees to visit customs at the port and observe process - from submitting customs entry form through loading goods and transporting them to premises.	8. Visit port. Ask questions on any points not understood as you go along in order to clarify on the spot.

## OPERATION BREAKDOWN SHEET

POSITION Storekeeper TASK Receives Stores  
 OPERATION Delivering Customs Entry Form, Obtaining Goods, Transporting to Premises

STEPS (Significant actions which advance the operation towards completion)	KEY POINTS (Keys to doing the steps efficiently and accurately)
1. Receive conveyance documents.  2. Obtain release of bill of lading from shipping company's agents.  3. Prepare customs entry document.  4. Deliver stamped customs entry document at docks.  5. Obtain goods.  6. Transport goods to premises.	1.1. Advice - notice that goods have been shipped. 1.2. Compare order with invoice. 1.3. Note any irregularities. 1.4. Report differences.  2.1. Should be endorsed to order. 2.2. Pay freight.  3.1. Prepare in triplicate. 3.2. Submit it to customs official. 3.3. Pay duty.  4.1. Wait while custom official checks form against actual goods. 4.2. Goods will be delivered.  5.1. Verify the number of containers or packages by checking against invoice.  6.1. Load goods on transport vehicle at docks. 6.2. Unload goods from transport vehicle at premises.

# CROWN AGENTS

ST. NICHOLAS HOUSE, SUTTON, SURREY.

Voucher No.  
Date of Debit

## SUMMARY OF STORES CHARGES—SECOND ADVICE

Requisition No.

Indent No.  
Principal  
Department

Items

Despatched By  
Date of Despatch

Debit Number

**PART OF SPECIMEN E**  
**SECOND ADVICE FORWARDED TO A.O.P. ADDRESS**  
**(ACCOUNTING DOCUMENTS)**

Dept No.

Account No.

Head

Subhead

£

£

NET INVOICED COST  
FREIGHT

INSURANCE (see note on reverse)

CROWN AGENTS CHARGES

GROSS DEBIT

£

Documents are enclosed to enable  
the items concerned to be accounted  
for and taken on charge.

# CROWN AGENTS

VALUE AND ORIGIN CERTIFICATE

## INVOICE and CERTIFICATE OF VALUE and ORIGIN Second Advice Copy

**PART OF SPECIMEN CONTRACTORS' CODE  
SECOND ADVICE (ACCOUNTING DOCUMENTS)**

Date of Order		Department				
Crown Agents' Reference						
Account No.		Authority				
DEBIT No.		PART COMP.	COUNTRY OF ORIGIN	METHOD OF DESP.	IPIS CAT	*
Country of Origin						
Supplier's Ref.			Package Numbers			
Gross Weight		Measurements				

Date of Despatch	Post Office of Despatch
Ship/Aircraft etc.	Post P.O. Serial No.
SHIPPING MARK	
POST ADDRESS	

# INVOICE

Reqn. C A No.

1. All goods marked in the column headed 'Origin Code' are the manufacture of Great Britain.

2. With respect to goods marked B in the column headed 'Origin Code', all manufacturing processes involved in their production were performed in Great Britain.

3. With respect to goods marked C or D or E in the column headed 'Origin Code', the final process of manufacture of the goods was performed in Great Britain.

Item	Detailed description of articles	QUANTITY	Price Each	Amount

Enumerate the following charges and state if each amount has been included in the total Selling Price to Purchaser		Selling Price to Purchaser		TOTAL £ St. Cost	
1. Value of outside packages		Amount	State Included		
2. Labour in packing goods into cists or packages					
3. Inland transport and other charges to the dock					
4. Dock and port charges					
5. Overseas freight					
6. Overseas insurance					
7. Charges such as Royalties, Commissions, Documentation (state particulars)					

**EXPORTER'S DECLARATION**  
(To be completed on ALL copies)

I, THE UNDERSIGNED, being duly authorised in that behalf by the above exporter, and having made the necessary enquiries, HEREBY CERTIFY THAT THIS INVOICE, including continuation sheets, if any, IS MADE IN ACCORDANCE WITH THE VALUE AND ORIGIN CLAUSES PRINTED OVERLEAF; and hereby declare that I will furnish to the Customs authorities of the importing country of their nominee, at inspection any time, such accounts and other evidence as may be requested for the purpose of verifying this certificate. 5 COPIES OF A PACKING SPECIFICATION SHOWING NUMBERS AND QUANTITY OF ITEMS IN EACH PACKAGE ATTACHED. The above total amount allows for ALL applicable discounts.

FOR CROWN AGENTS' USE

Place \_\_\_\_\_ Date of Invoice \_\_\_\_\_

# CR OWN AGENTS

Date of Order <b>9.5.80.</b>	
Crown Agents' Order Reference <b>PC/W/ANTIGUA 8/08457/1</b>	
Account No. <b>044008</b>	Authority <b>44/78/98</b>

## INVOICE and CERTIFICATE OF VALUE and ORIGIN

First Advice Copy

**Reed Ridgway Tools Ltd.,**  
**Pastory Works,**  
**Sheffield, S9 5LQ,**  
**Westminster,**  
**England**

(Any Consulate or Chamber of Commerce Certification must be entered here)

Country of Origin <b>United Kingdom</b>	Supplier's Ref. <b>D1331000</b>
--	------------------------------------

Date of Despatch	Ship/Aircraft etc.
Post. P.O. Serial No.	Post Office of Despatch

Package Numbers	Gross Weight (in Kilos)	Metric Measurements
<b>SEE ATTACHED PACKING SHEET</b>		

# INVOICE

TARIFF HEADINGS:-  
**8204 6020**

**08457/1**  
**MIN EDUG & GOLF**  
**ANTIGUA**  
**44/78/98**

Item	Detailed description of articles	QUANTITY	Rate	Amount
1	H410/3/8" <b>Fliner Carving Gouges</b>	20	1.90	38.00
2	H410/1/2" <b>Fliner Carving Gouges</b>	20	1.92	38.40
3	H410/5/8" <b>Fliner Carving Gouges</b>	20	2.09	41.80
4	H410/3/4" <b>Fliner Carving Gouges</b>	20	2.19	43.80
5	<b>SLIP</b> Slipstones	20	0.85	17.00

**Delivered F.O.B. U.K. Port.**

Enumerate the following charges and state if each amount has been included in the total Selling Price to Purchaser	Selling Price to Purchaser		Total Cost F.O.B. (C & F) including postage to (insert as necessary and insert port. etc.)
	Amount (state currency)	State if Included	
1. Value of outside packages	<b>£5.00</b>	<b>Inc</b>	<b>178.80</b>
2. Labour in packing goods into outside packages	<b>£1.00</b>	<b>Inc</b>	
3. Inland transport and other charges to the dock area, including inland insurance	<b>£0.80</b>	<b>Inc</b>	
4. Dock and port charges			
5. Overseas freight			
6. Overseas insurance			
7. Charges such as Royalties, Commissions, Documentation (state particulars)	<b>Nil</b>		

**EXPORTER'S DECLARATION**  
 (To be completed on ALL copies)  
 THE UNDERSIGNED, being duly authorised in that behalf by the above exporter, and having made the necessary enquiries, HEREBY CERTIFY THAT THIS INVOICE, including continuation sheets, if any, IS MADE IN ACCORDANCE WITH THE VALUE AND ORIGIN CLAUSES PRINTED OVERLEAF, and hereby declare that I will furnish to the Customs authorities of the importing country or their nominee, for inspection at any time, such accounts and other evidence as may be requested for the purpose of verifying this certificate 5 COPIES OF A PACKING SPECIFICATION SHOWING NUMBERS AND QUANTITY OF ITEMS IN EACH PACKAGE ATTACHED. The above total amount allows for ALL applicable discounts.

**FOR CROWN AGENTS' USE**

Place <b>Sheffield, England</b>	Date of Invoice <b>14 DAY 7 MONTH 80 YEAR</b>
Full name and business designation of signatory <b>Pamela Thomas, Invoice Supervisor.</b>	

No..... St. John's Antigua.....

OFFICIAL ORDER FORM

Indent on the Crown Agents for Oversea Governments and Administrations for .....

required by the..... Division.

ADDRESS.

<p>GOVERNMENT OF ANTIGUA.</p> <p>Requisition</p> <p>C. A.</p>
---

Give here the exact abbreviated marks to appear on packages.

† To be given in every case.

The address should be that of the Head of the Division.

Parcel Post Address † The.....

.....Antigua, West Indies.

and Weight—size, limit, (if any) for individual packages ..... or

If necessary that goods be shipped by a fixed date or by a particular vessel enter instructions here and briefly indicate reason for necessity .....

Estimated total cost in sterling exclusive of packing and freight £.....

† If this is not filled in the cost will be charged to the general account of the State.

Special Account with the Crown Agents to which the cost is to be charged } .....

Any other instructions to the Crown Agents as to the execution of this indent as a whole.....

Space for local use only. (Vote chargeable.)

Head of Estimates.....

Subhead .....

I hereby certify that the expenditure to cover the above requisition has been duly sanctioned by the General Warrant for the year 19.....(or by Special Warrant No.....) and that there is a sufficient balance under the vote (or Warrant) to meet the cost of this indent, (including freight and charges.)

Estimated C.I.F. cost.....

Head of Division.

Approved,

Permanent Secretary Ministry of.....



STATE OF ANTIGUA.

U1:L3:IS:08

E.O. 41/53.

No. 43/77/98 St. John's Antigua, 18<sup>th</sup> April 1977

Indent on the Crown Agents for Oversea Governments and Administrations for

INSTRUCTIONAL MATERIALS

required by the EDUCATION Division.

ADDRESS.

GOVERNMENT OF ANTIGUA.
Requisition
C. A.

Give here the exact abbreviated marks to appear on packages.

† To be given in every case.

The address should be that of the Head of the Division.

Parcel Post Address † The PARLEMENT SECRETARY, MINISTRY OF EDUCATION & CULTURE, Antigua, West Indies.

and Weight—size, limit, (if any) for individual packages or

If necessary that goods be shipped by a fixed date or by a particular vessel enter instructions here and briefly indicate reason for necessity

Estimated total cost in sterling exclusive of packing and freight £735.35

† If this is not filled in the cost will be charged to the general account of the State.

Special Account with the Crown Agents to which the cost is to be charged ANTIQUA CLOTHING ACCOUNT

Any other instructions to the Crown Agents as to the execution of this indent as a whole.

URGENTLY REQUIRED

Space for local use only. (Vote chargeable.)

Head of Estimates £50.00 PRIMARY EDUCATION
Subhead £ 8 INSTRUCTIONAL MATERIALS

I hereby certify that the expenditure to cover the above requisition has been duly sanctioned by the General Warrant for the year 1977... (or by Special Warrant No.....) and that there is a sufficient balance under the vote (or Warrant) to meet the cost of this indent, (including freight and charges.)

Estimated C.I.F. cost £ 815.30

[Handwritten signature]

Head of Division.

Approved,

[Handwritten signature: n Benjamin]
Permanent Secretary
Ministry of EDUCATION & CULTURE

**BILL OF LADING**

L3:TS:05 20:21:21

Shipper

**CROWN AGENTS**

FOR OVERSEA GOVERNMENTS AND ADMINISTRATIONS

Consignee

Customs Assigned Number	<b>CAN</b>	B/L No.
C.A. Reference		
Account No.		Authority
Drawn On		

**PART OF SPECIMEN E**  
**SECOND ADVICE (ACCOUNTING DOCUMENTS)**

Ocean Vessel

Port of Loading

Port of Discharge

Final destination (if on-carriage)

Marka and Numbers	Number and kind of packages : description of goods	Gross Weight	Measurement	Freight Rate	Freight
<b>Reqn.</b>					
<b>C A</b>					
ABOVE PARTICULARS DECLARED BY SHIPPER				Total Freight	<b>D</b>

SHIPPED in apparent good order and condition by THE CROWN AGENTS on board the above named ship the number of pieces and/or packages Merchandise detailed, marked and numbered as above, to be delivered subject to the terms and conditions hereof in like good order and condition unto the above named consignee or his or their assigns at or off the above named port of discharge.  
 This Bill of Lading is to have effect subject to the Clauses, Conditions, Exceptions, and Liberties of the current form of Bill of Lading now in use by this line for the above mentioned port of loading, which are to be taken as incorporated in and as forming part of this Bill of Lading, and subject also to the provisions of the Carriage of Goods by Sea Act, 1924.  
 IN WITNESS WHEREOF, the Master or Agent of the said ship hath affirmed TWO Bills of Lading, both of this tenor and date, one of which being accomplished the other to stand void.

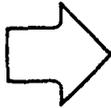
Number of Packages (in words)

Place of issue

Date of issue

**CROWN AGENTS' SECOND ADVICE COPY  
 NOT NEGOTIABLE**

LESSON 4



OPENING CONTAINERS

ESTIMATED TIME

20 minutes

PREREQUISITES

Ability to use tools

## PERFORMANCE OBJECTIVE:

- The trainee will be able to:  
*open containers.*
- Under the following condition:  
*given screwdriver and claw hammer.*
- To this standard:  
*without causing damage to contents.*

## TRAINING RESOURCES:

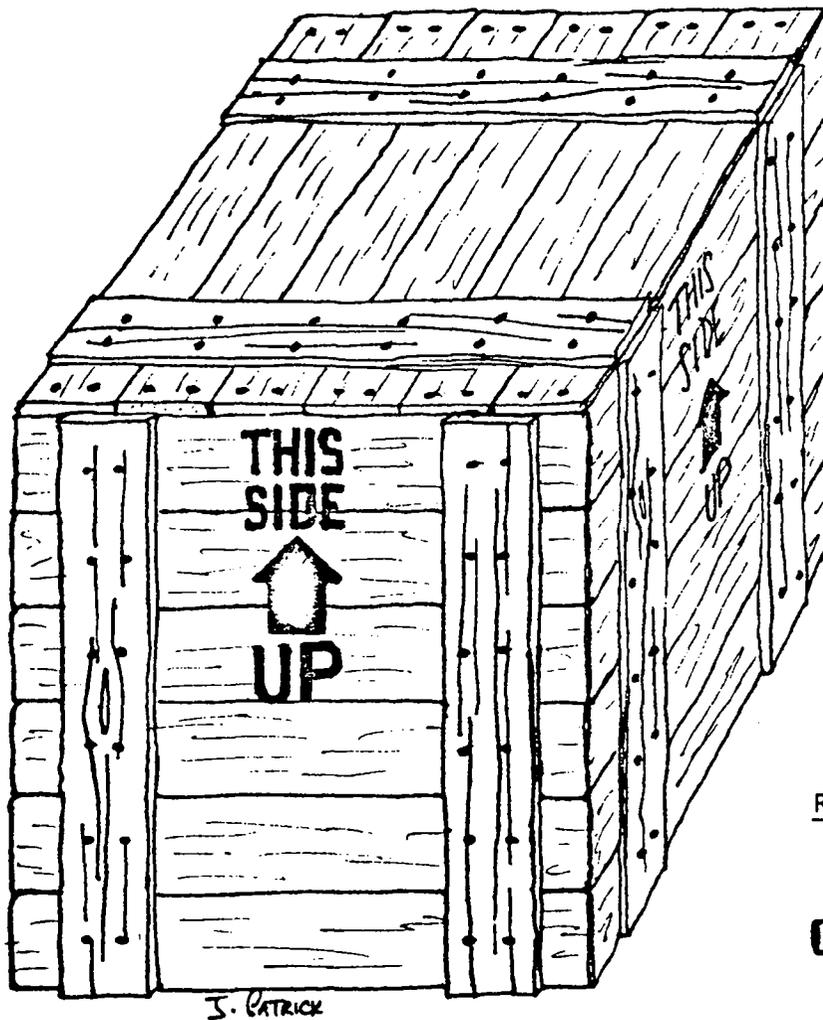
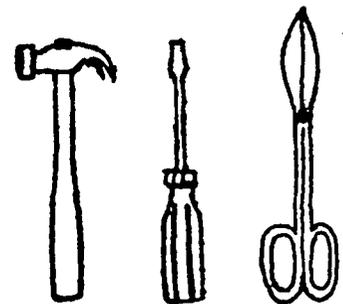
Information Sheet: L4:IS:01.

## TRAINING ACTIVITIES

TRAINER ACTIVITY	TRAINEE ACTIVITY
1. Demonstrate correct position of container for opening.	1. Observe.
2. Demonstrate use of the tools used to open container.	2. Observe
3. Demonstrate how to open container. Refer to L10:IS:01.	3. Observe.
4. If container is wooden and fastens with screws, demonstrate how to remove screws.	4. Observe.
5. Demonstrate how to use claw hammer to remove strips of wood from the top of container.	5. Observe.
6. Demonstrate how to unpack container.	6. Observe.
7. Provide a container for trainee to open.	7. Practise opening the container and unpacking the contents.

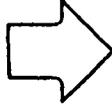
OPENING A WOODEN CRATE

The crate is positioned so the top side faces up. (This is usually indicated on the crate).. If there are metal bands around the crate, remove these with a pair of tinsmith's shears or wire cutters. The screws or nails are then removed from the lid. The claw hammer is then used to pry off the strips of wood that comprise the lid of the crate. The container is then carefully unpacked, removing the items one at a time.

REQUIRED TOOLS

Claw hammer, screwdriver,  
tinsmith's shears.

## LESSON 5

CHECKING CONTENTS OF CONTAINERS AND  
REPORTING DAMAGES

ESTIMATED TIME

25 minutes

PREREQUISITES

Ability to read and write

## PERFORMANCE OBJECTIVE:

- The trainee will be able to:

*verify the number of articles received, evaluate condition of contents, report damages.*

- Under the following condition:

*given articles, invoice, damage report form.*

- To this standard:

*quantities on invoice should correspond with physical units; damages noted and recorded accurately.*

## TRAINING RESOURCES:

Information Sheets: L5:IS:01 through L5:IS:03.

## TRAINING ACTIVITIES

TRAINER ACTIVITY	TRAINEE ACTIVITY
<ol style="list-style-type: none"><li data-bbox="203 415 771 514">1. Explain method and objective of verifying the quantities received.</li><li data-bbox="203 615 787 745">2. Demonstrate the process of verification, how to check for defects, and how to report these defects. Refer to L5 :IS:01-03.</li></ol>	<ol style="list-style-type: none"><li data-bbox="868 415 1356 451">1. Discuss to clarify points.</li><li data-bbox="868 615 1421 682">2. Observe and discuss to clarify points.</li></ol>

## OPERATION BREAKDOWN SHEET

POSITION Storekeeper TASK Receives Stores  
 OPERATION Checking Contents of Containers and Reporting Damages

STEPS (Significant actions which advance the operation towards completion)	KEY POINTS (Keys to doing the steps efficiently and accurately)
1. <i>Verify contents of container.</i>  2. <i>Examine items for damage or defects.</i>  3. <i>Separate damaged or defective articles.</i>  4. <i>Report the damage.</i>	1.1. <i>Check contents against advice - invoice.</i>  2.1. <i>Compare invoice with quotation.</i>  3.1. <i>Store the damaged or defective article in a safe place pending enquiry.</i>  4.1. <i>Reports go to the carrier, supplier, and your company's Accounts Division.</i>

GENERAL INFORMATIONVERIFYING THE CONTAINER CONTENTS

The contents of a container are verified by checking off the items as they are unpacked (or after they are unpacked) against the invoice. A check mark is made by pen next to the item on the invoice as the articles are counted - if the count and the invoice correspond. If there is a difference, a question mark is placed next to the item on the invoice.

CHECKING FOR DAMAGES AND DEFECTS

As the item is unpacked, it must be examined for damages and defects: cracks, wetness, grease marks, rust, etc. If these are present, the item must be put aside and the defect or damage reported.

REPORTING DAMAGES AND DEFECTS

The report of a defect or damage to an item is put on a special form. The report should include:

- Name and description of item
- Cost of item
- Invoice number of item
- Catalogue number of item
- Defect or damage noted

The report should be sent to the carrier, the supplier, and your company's Accounts Division.

REPORT OF DAMAGED OR DEFECTIVE GOODS

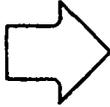
A report of damaged or defective goods\* is prepared at the docks by the person who examines them after they have been landed. If any package is damaged note is made of the fact on the Landing Account.

A Landing Account to the importer includes:

- (1) Dock, department and date of account.
- (2) Goods, name of person entering the goods.
- (3) Ship, master.
- (4) Name of port from which the ship sailed.
- (5) Date when warehouse rent for goods starts.
- (6) Numbers allotted to packages.
- (7) Weight of each package.

\* Goods exempted from duty.

## LESSON 6

BRANDING, REGISTERING, AND STORING  
ITEMS

ESTIMATED TIME

15 minutes

PREREQUISITES

How to use equipment for branding  
or marking items; ability to read  
and write

## PERFORMANCE OBJECTIVE:

- The trainee will be able to:

*brand or mark items, enter details in stores register,  
arrange items in stores area.*

- Under the following condition:

*given company stamp, gem markers, or other appropriate  
equipment; stores ledger; storage facilities.*

- To this standard:

*all items branded or marked, registered accurately, and  
stored in the proper area.*

## TRAINING RESOURCES:

Information Sheets: L6:IS:01 through L6:IS:03.

## TRAINING ACTIVITIES

TRAINER ACTIVITY	TRAINEE ACTIVITY
<ol style="list-style-type: none"><li>1. Discuss reasons for branding or marking items.</li><li>2. Explain and demonstrate company's method of marking items.</li><li>3. Explain the process of registering items before storage. Refer to :IS:01.</li><li>4. Explain storage area and the rationale behind method of storage.</li></ol>	<ol style="list-style-type: none"><li>1. Discuss to clarify points.</li><li>2. Discuss.</li><li>3. Discuss.</li><li>4. Observe and discuss.</li></ol>



GENERAL INFORMATION

Whatever system of storage is in operation, the following criteria should be met:

- All items branded or marked
- Goods arranged systematically
- Access to the storeroom restricted

BRANDING OR MARKING

All articles should be distinctly marked as soon as they are received to facilitate identification. The marker's number (in a series) may be used for certain instruments and mechanical devices, e.g., typewriters and adding machines. Other articles may be marked with the company's stamp.

STORAGE ARRANGEMENT

Storage must be suitable, accessible, secure, safe, economical, specifically located, clearly identified, and supervised.

- Suitable - Storage must be appropriate to the commodity to prevent damage and deterioration either physical or climatic.
- Secure - The storage area must be secure to prevent pilferage.
- Safe - No incompatible items should be stored in close proximity; articles should be stored to prevent damage to goods or personnel.

- Accessible - Stores must be accessible to provide fast, efficient service.
- Economical - The storage area must be designed to achieve ease of handling in order to facilitate issuing articles.
- Located and identified - Stores records must be cross-referenced as to the location of all stock items.
- Supervised - The storage area must be supervised closely to ensure that storage requirements are being carried out properly.

#### STORAGE NEEDS

Basically, storage needs include the following:

Fully enclosed stores, e.g., for stationery and office equipment.

Special storages fully enclosed for material requiring special treatment, e.g., refrigerated storage, inflammable stores, explosive stores.

Covered, open-sided stores, e.g., for timber requiring air or drummed electrical cable.

Open storage for items not affected by climatic conditions to any extent, e.g., pipes, steel plates.

#### RESTRICTION ON ACCESS TO STOREROOM

The following restrictions will assist in the security of stores:

The storeroom should be securely locked when not in use.

- Only the Storekeeper should issue stores.
- Any person who enters the storeroom or stores premises should do so in the immediate company of the storekeeper and remain in his company until the end of his visit.
- No officer other than the storekeeper should hold a key to the storeroom.
- If it is suspected that someone has unlawful access to the storeroom, the lock should be changed immediately.

#### CLASSIFICATION OF STORES

Stores may be considered under three headings: nonconsumable, consumable, and scrap material.

Nonconsumable stores consist of property of a permanent nature which has been purchased for use in carrying on the work of the department until the item is worn out or has become obsolete.

Examples are motor lorries, tools, office furniture, typewriters, and accounting machines. These items should be recorded in a special register kept for the purpose.

Consumable stores are stores which are purchased for use or consumption in carrying out some job or providing a service, e.g., gasoline, cement, lumber. There are some materials which are not purchased for any particular job but which may be classified as consumable stores, e.g., pens, paper clips, typing paper (stationery).

Scrap material consists of small bits or residues of new material - or an article that has served its estimated useful life as far as the organisation is concerned, e.g., used lumber and pipes. Although scrap material may not be very valuable, a proper record should be kept of these items. This is important because all materials are purchased with funds of the company, and the authority for their ultimate disposal should come from the appropriate source.

