



UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS  
General Certificate of Education Advanced Level

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**APPLIED INFORMATION AND COMMUNICATION TECHNOLOGY**

**9713/04**

Paper 4 Practical Test B

**May/June 2008**

**2 hours 30 minutes**

Additional Materials: Candidate Source Files

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**READ THESE INSTRUCTIONS FIRST**

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

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

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

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

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

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

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



**Read this before attempting the paper****SCENARIO**

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

You will be asked to:

- produce an acknowledgement letter to customers confirming the furniture required, the date and the venue. This will involve linking information from separate data files;
- produce a second letter to selected customers when items of furniture are unavailable;
- create a menu system which will enable the user to produce these letters;
- produce reports deriving information about bookings and customers.

You are required to provide evidence of your work, including screen shots, at various stages. Use a document file named:

Centrenumber\_candidatenumbr\_evidence.rtf

e.g. ZZ987\_0082\_evidence.rtf

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

You are going to create letters using a database and mail merge facilities.

- 1 Copy the files:

**ACKNOW.RTF**  
**APOLOGY.RTF**  
**CUSTOMERS.CSV**  
**MENUBLANK.RTF**  
**MILLSIDE.JPG**  
**NEWBOOKINGS.CSV**

into your work area.

- 2 Create a document named:

Centrenumber\_candidatenumbr\_evidence.rtf

e.g. ZZ987\_0082\_evidence.rtf

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

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

- 3 Using a suitable software package, create a new database named **MILLSIDE**

- 4 Import the files **NEWBOOKINGS.CSV** and **CUSTOMERS.CSV** into tables named **Newbookings** and **Customers**

- 5 Set the *Customer\_id* and *Booking\_number* fields as primary keys and make sure they are unique.

Include evidence of this in your evidence document. [4]

- 6 Establish a relationship between these two tables. [3]

- 7 Provide a screen shot of the relationship created together with a brief explanation of the type of relationship used.

Include this in your evidence document. [2]

- 8 Make sure the *AckSent* field in the *Newbookings* table is set to a Boolean format.

Provide evidence of this and include it in your evidence document. [2]

- 9 Add the following records to the *Customers* table:

Customers							
Customer id	Company	Contact	Add1	Add2	Add3	County	Post code
23	Sillycon Alley	Miss Stitz	14-17	Pilfer Square	Deepdon	Wilts	SO4 5PP
24	Gobstoppers	Ms. Gagge	Enterprise House	Doddsey Business Park	Deepdon	Wilts	SO4 3CU

[4]

- 10 Add the customers' requirements to the *Newbookings* table:

Customer id	Venue	Booking Number	Date	AckSent	wpf	wrm	gd	wd	2t	3t	1rw	1rw5	1rv	2rv
23	Carter Hall	3483	10/09/08	False	300					30				
24	Fleeting Grange	3484	02/08/08	False			80				16			

[4]

- 11 Using a suitable software package and the file **ACKNOW.RTF** prepare letters for customers who have not yet received an acknowledgement of their booking. Only produce a letter if the *AckSent* field is False.

Save and print this document showing merge and field codes. Make sure your Centre number, candidate number and name are shown in the footer of the page.

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

Merge the selected records to a document and save it as **ACKMERGE.RTF**

Print this document.

[13]

*You are going to create a system to print letters to customers who have ordered furniture that is unavailable, apologising and suggesting alternatives.*

- 12 Before the acknowledgement letters are sent, it is decided that between the dates of 2<sup>nd</sup> and 9<sup>th</sup> August inclusive, the white dining chairs (code *wd*) are to be withdrawn for repair.

You should make sure that only the customers who have already been sent acknowledgement letters receive the apology.

Use **APOLOGY.RTF** as a template.

Insert, where indicated, fields that will require keyboard input when the merge is created. Use **unavailable item** and **replacement item** as the text for relevant prompts.

Save and print this source document showing the merge and field codes. Make sure your Centre number, candidate number and name are shown in the footer of the page.

You are required to merge letters to the customers who have:

- received an acknowledgement
- ordered the white dining chairs (code *wd*)
- made a booking between 2<sup>nd</sup> and 9<sup>th</sup> August inclusive.

Enter **white dining chairs** when prompted for the *unavailable item* and **gilt dining chairs** when prompted for the *replacement item*.

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

Merge the selected records to a document.

Print this document.

[25]

*You are going to create a menu system using hyperlinks within a word processed document.*

**13** Use the file **MENUBLANK.RTF** as a template to create this menu.

For each menu item, create a hyperlink from the text *Click here* to open the relevant file.

For each menu item add text to explain to the user what the menu item does.

Place the image **MILLSIDE.JPG** in the top right corner of the menu so that it is **14** centimetres from the left side of the page and **2** centimetres from the top of the page. Move the title down so that it is below the image.

Create a hyperlink from this image to the URL **<http://www.hothouse-design.co.uk>**

Place your Centre number, candidate number and name in the footer.

Save the menu with the filename **MILLSMENU**

Print this menu.

Provide evidence of the links, paths and filenames used and place this in your evidence document.

[11]

*You are going to create some reports for the manager using your database and word processing software.*

**14** Create a report that will display all of the bookings.

Make sure that only the *Booking\_number*, *Company*, *Venue* and *Venue\_date* fields are shown.

Group the data by *Company* and sort in ascending order by *Venue\_date*

Make sure that all the data and labels are fully visible.

Export this report into a document for word processing. Place your Centre number, candidate number and name in the footer.

Save this document as **NEWBOOKINGS**

Print this report.

[6]

- 15** Create a report that will display the companies that have multiple bookings.  
Make sure that only the *Booking\_number*, *Company*, *Venue* and *Venue\_date* fields are shown.  
Group the data by *Company* and sort in ascending order by *Venue\_date*  
Make sure that all the data and labels are fully visible.  
Export this report into a document for word processing. Place your Centre number, candidate number and name in the footer.  
Change the report title to **Companies with multiple bookings**  
Save this document as **MULTIBOOK**  
Print this report. [7]
- 16** Create a report that will display venues with more than one booking.  
Make sure that only the *Venue*, *Venue\_date*, *Company* and *Booking\_number* fields are shown in this order.  
Group the data by *Venue* and sort in ascending order by *Venue\_date*  
Make sure that all the data and labels are fully visible.  
Export this report into a document for word processing. Place your Centre number, candidate number and name in the footer.  
Save this document as **MULTIVENUE**  
Print this report. [8]
- 17** Print your evidence document. [1]