



Oxford Cambridge and RSA

Friday 12 January 2024 – Afternoon

Level 3 Cambridge Technical in IT

05838/05839/05840/05841/05842/05877 Unit 2: Global information

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**INSTRUCTIONS**

- Do **not** send this Insert for marking. Keep it in the centre or recycle it.

**INFORMATION**

- This Insert contains the pre-release material that you have already seen.
- This document has **4** pages.

## PH International Removals (PHIR)

PHIR are a house contents removal company based on a large site in Crawley. The site has the Head Office, a storage warehouse, and a building where the materials used for packing, for example packing boxes, are stored. The company specialise in international removals where customers are moving from the UK to an international destination.

PHIR have a website where potential customers can look at the services offered, watch videos explaining the different steps involved in moving house and read Frequently Asked Questions (FAQs).

Customers request a quote for the service by completing the online form on PHIR's website. The information to input onto the interactive form includes:

- Customer's name and contact details
- Size of property
- Destination country
- Date of moving

The quote is initially based on a visit from an international removal expert. The expert will look at the contents to be packed and shipped, and estimate the amount of container space that will be needed.

A quote will be created based on the information gathered during the visit. The quote will include costs of the packing and transport to the leaving port, different shipping options and their costs and approximate arrival date at the destination port. The cost of transport from the destination port to the new property will be calculated and added to the total cost. All communication between the customer and PHIR is carried out using email.

When a quote for an international removal has been accepted by the customer, a start-to-end service is provided. The service starts when the contents of the customer's property is packed into secure packing boxes.

Each packing box has a barcode attached. The barcode provides information which includes the customer ID number, and the leaving and destination ports. Customers can choose to have the contents of their property shipped in their own shipping container or, if they do not have enough contents to fill a container, share a container with other customers where the destination port is the same. This is called **groupage**.

### Example of groupage:

A container has 40 cubic metres of space. Three customers have the same destination port:

- Customer A has 17 cubic metres
- Customer B has 10 cubic metres
- Customer C has 13 cubic metres

Customers who are using groupage have their boxes stored in the warehouse until a container can be filled. This can increase the journey time to the destination port. Customers moving to popular destinations such as Spain or Australia will receive their shipment quicker than those moving to a location such as Antigua.

When there are enough packing boxes to fill a container, the warehouse staff scan each barcode, and the container is packed. The data stored in the barcode is automatically imported into the customer record in the database. The barcode field is set to active on the record of each customer whose packing boxes are included in the container. Each customer is emailed to advise that the container has been despatched and provide the approximate date of arrival at the destination port.

When the containers are transported to the UK leaving port, documents are uploaded to a secure cloud location. A link is sent to the PHIR representative at the destination port. The PHIR representative will access and print the documents. The documents for each customer include the number of packing boxes the customer has in the container, and import and customs documents relevant to the country of the destination port.

When the containers arrive at the destination port, the local representative of PHIR will handle the containers and their contents. This includes dealing with the documents and the local customs team.

When the paperwork has been completed and the container is cleared by customs, the local PHIR representative arranges for a local removal firm to transport the packing boxes and unpack them for the customer. This is the final stage in the start-to-end service.

### **Pre-release Research Brief**

**To prepare for the exam, you should research the following themes:**

- The information formats including the advantages and disadvantages, used by PHIR.
- The information styles and data types used by PHIR.
- The categories of information used by the customers and PHIR.
- The types of information access and storage devices including the characteristics, advantages and disadvantages, used by PHIR.
- The principles of information security including the risks and impacts relevant to PHIR and their customers.



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