Amy’s Candles Case Study – A Summary

**Scenario 2.1: Setting Up Record Keeping**

- Amy, a former university student, turns her candle-making hobby into a business.

- Recognizes the importance of maintaining accurate business records.

- Buys stationery including binders and box files for organizing records.

- Sets up folders for: customer orders, customer accounts, supplier orders, and delivery notes.

- Receives a letter from a supplier regarding an upcoming change in their premises.

**Scenario 2.2: Supplier and Raw Material Information**

- Amy's raw materials include wax, dyes, moulds, scents, wicks, and wick pins.

- Purchases paraffin wax from multiple suppliers.

- Records necessary supplier details: name, contact information, payment methods/terms, products offered, delivery details.

- Notable suppliers: Zadok Waxes (specializes in wax) and Yumil National Supplies (offers same-day delivery but has had order issues).

- Amy requires details on raw materials, such as dye types, colour, volume, supplier, stock details, and more.

- Information collection can vary: catalogues, delivery notes, invoices, or personal record-keeping.

**Scenario 2.3: Audit Trail Incident**

- Amy orders 20 kg of dip-and-carve wax from Xena’s Craft Supplies but doesn’t receive it.

- Order number EM52855 was meant to be delivered on 8 April.

- Amy contacts Xena’s Craft Supplies and speaks to Gil about the missing order.

- Gil's audit trail reveals that an employee named Jyoti cancelled the order on 5 April due to the wax being out of stock.

- Amy was unaware of this cancellation.

A close-up of a list

Description automatically generated

Overall Implication:

Amy's venture into the business world requires diligent record-keeping and management of supplier relationships. This is evident from her structured approach to organizing files and her prompt follow-up on discrepancies. Issues like order cancellations without notification stress the importance of having systems like audit trails to clarify and rectify mistakes.