

South Vista University

Stationery Store Inventory System

Project Objective Document

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1.0 Introduction

1.1 Background

The subject of the document is a User Requirement for the South Vista University Stationery Store Inventory System.

This document describes the existing system operation and problems encountered. It also indicates the required system facilities and system performance characteristics. This has been produced following a review of the business survey and feasibility study in which alternative solutions to user specified requirements were considered.

1.2 Objectives

The objectives of this document are to:

- Describe the current practises and activities to achieve the required result.
- Discuss problems encountered during the current practises
- Establish the User Requirements for above-mentioned system;
- Determine the scope of the system to meet the user requirements;
- Identify the system capacity and the requirements for future expansion and;
- Provide the basis for the production of a User Requirement Specification.

1.3 Scope

The administration management, the project sponsor, has requested for the following:

- the computerisation of the stationery store inventory functions;
- the implementation and computerisation of stationery usage charge-back;
- the generation of Purchase Orders

This document is mainly concerned with the digital transformation of stationery store inventory functions.

2.0 Existing System Practises and Activities

2.1 Introduction

The stationery inventory store is a department of South Vista University, which is located at the basement of the main administration building. The department is to maintain an inventory of stationery commonly (90 category types of stationery) used by all departments¹ in the University.

The description and stationery codes are recorded in stationery catalogues² which are distributed to all departments. Currently all inventory records in the stationery store are kept in excel files.

2.2 Stationery Requisition and Disbursement

The departments in the university made request for stationery items from the stationery store. These requisitions are made through a stationery requisition form³ and have to be authorised by the department head (or authorised person). The form will capture the stationery codes (as reflected in the stationery catalogue) and the quantity required. The copy of the catalogue issued to all departments will be updated annually.

Currently, the employees of the departments are able to submit one copy of the requisition form at beginning of the week and keep the other copy as reference. The form should reach the Inventory Store by Wednesday. The clerk would then disburse the stationery by the following Monday.

On every Friday, the store clerk will generate a Stationery Retrieval Form⁴, which captures total stationery quantity requested, and the stationery description. The store clerk will bring the Stationery Retrieval Form to the warehouse and collect the stationery as stated in the list. He will then consolidate a Disbursement List⁵, which captures the stationery and quantity in terms of the departments and their collection point. He will then bring two duplicated copies of Disbursement List along for the stationery delivery trips on the Mondays.

Upon delivery of stationery to the collection points, the department representative receiving the stationery is required to sign on both copies of Disbursement Lists – one copy to be given to the department for documentation and the other one will be filed in a Disbursement folder in the store at the end of the delivery trip. Departments are allowed to choose the stationery collection point from six different locations. The collection point and the representative of each department has been agreed and recorded in the Department list. The departments are expected to inform the store clerk when there are changes.

¹ Refer to Appendix F – Department List

² Refer to Appendix D – Stationery Catalogue

³ Refer to Appendix B – Stationery Requisition Form

⁴ Refer to Appendix M – Stationery Retrieval Form

⁵ Refer to Appendix L – Disbursement List

Any shortfall in supply will be noted and purchase order will be raised to the supplier for the purchase of items in short supply. The employee however will have to request again for any unfulfilled items. The actual quantity issued for each item will be noted in the disbursement list. These transactions are also recorded in stock cards⁶.

2.3 Stationery Ordering

Purchase of the catalogue items from the suppliers are through purchase orders⁷ raised through e-mail by the store clerk depending on the stock levels of the various items bi-weekly. The suppliers' information and price list⁸ are kept in folders. The delivery orders⁹ and invoices from suppliers are manually checked by the store and directed to the Bursar's department for payment. The store clerk will store the stationery received in the warehouse and update the stock cards.

2.4 Stationery Stock Adjustment

The store clerk will conduct a monthly inventory stock check based on the stock card and the existing stocks. The clerk will report discrepancy to the store supervisor (if any). These discrepancies may be caused by wrong allocation, missing or damage stationery. The store supervisor will issue a stock adjustment voucher¹⁰ for anything under \$250 per item adjustment. The clerk will then file the adjustment voucher in the stock adjustment folder and record the adjustment on the stock card.

If the discrepancy includes anything \$250 and above per item, the supervisor will have to inform the store manager who will issue the stock adjustment voucher.

2.5 Stationery Supplier Tender Process

The stationery supplier tender process is conducted by the Purchasing Department annually. The store manager will only be informed of the first three short-listed candidates. The tender information¹¹ of the three suppliers is filed in the Supplier folder. The name of the three suppliers for each type of stationery will be recorded in the stock card. The clerk will have to order from the supplier who has successfully won the tender. He should only approach the other two suppliers if the other failed to fulfil the order. In such cases, he is also required to inform the Purchasing Department.

⁶ Refer to Appendix C – Stock Card

⁷ Refer to Appendix G – Purchase Order

⁸ Refer to Appendix E – Supplier List

⁹ Refer to Appendix H – Delivery Order

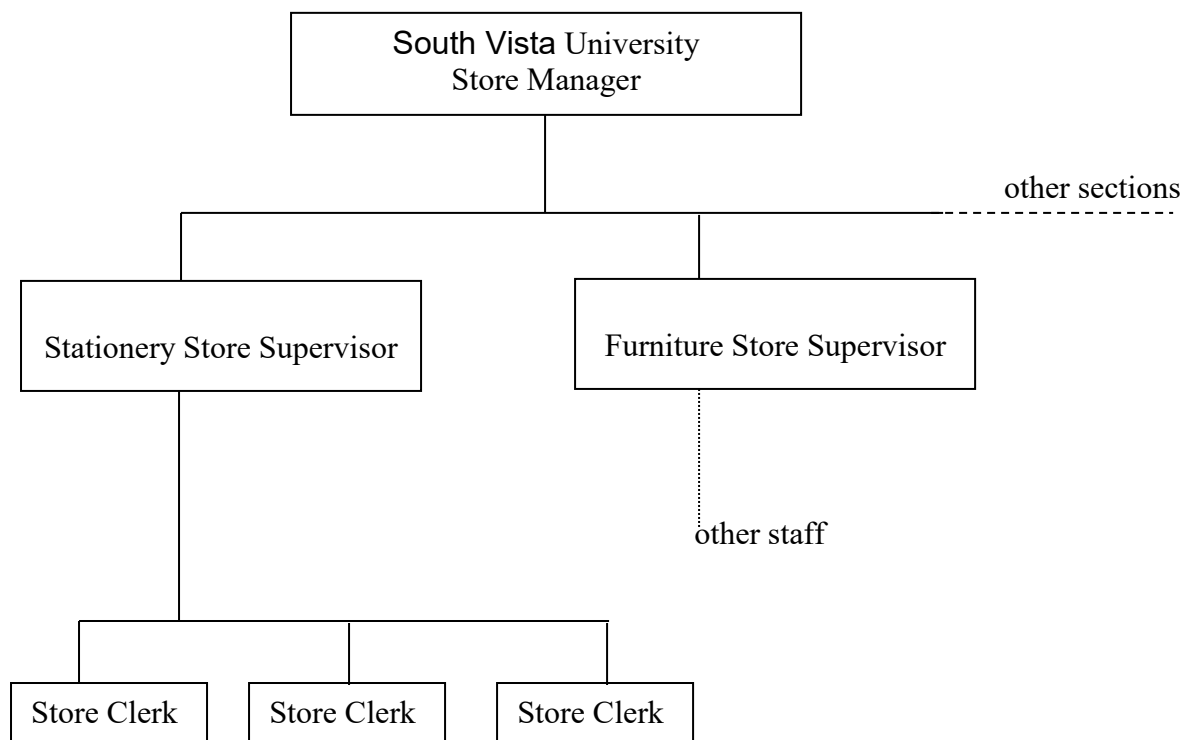
¹⁰ Refer to Appendix N – Inventory Adjustment

¹¹ Refer to Appendix I – Tender Quotation Form

2.6 Stationery Re-order and Requisition Trend Analysis

The Stationery Inventory Store supervisor is required to generate a table and bar chart reflecting the amount of stationery ordered which are grouped by their categories. He is also required to generate a table and bar chart of the stationery requisition trend of each department. These two charts include statistics for comparing the trend of the current and the past 2 months and are presented to the manager at the end of each month.

3.0 Staff Reporting Hierarchy



4.0 Problems Faced by the Current System

The following are some of the problems faced by the current process:

- a) There is no systems to manage the workflow. The records are mainly stored in Excel files (or worse still, hardcopies). The various parties rely on e-mail as the main electronic communication channel.
- b) Information on a catalogue item i.e. price, balance, supplier, etc. are stored in several places making information gathering cumbersome. Sometimes documents could also be lost, losing important information.
- c) Reports for management (e.g. stock level reports) takes a long time, sometimes 2 weeks to produce.
- d) Although there is a pre-defined re-order stock level, very often, items run out of stock leading to frequent complains from departments. This is mainly because the existing stock depletes very quickly before the reordered stock arrives.
- e) A lot of effort is spent on keeping the records up to date (often they are not properly updated).
- f) The clerk is taking too long to consolidate the stationery requested and to gather them from the store.
- g) The departments may not inform the clerk promptly for any change of representative and their preferred collection point.
- h) The representatives are not informed promptly for collection of inventory, which are ready for collection.

The university hopes that the computerised system will solve these problems.

5.0 Requirement for the New System

This will be an internet or intranet-based system.

5.1 System Functions

These are some functions required to improve the existing system

- a) capturing of stock item information electronically; e.g. pricing details, reorder levels and reorder quantities;
- b) allowing employee to request for stationery through the new system at any time;
- c) the department heads should be informed through email that there are outstanding requests awaiting their approval; they would also be able to approve these requests through the new system at any time;
- d) the department heads can also delegate their authority to another employee during their absence from the office;
- e) listing the current and previous stationery requisitions and its disbursement status upon employees' requests;
- f) keeping track of out-standing requisitions and fulfilling the requisitions when the stock is replenished.
- g) keeping track of stock levels and reporting on low stock levels;
- h) printing of stock items for tender and re-order;
- i) informing employees on status of requisition through email;
- j) maintaining suppliers' and departments' information;
- k) printing of disbursement list for delivery trips;
- l) providing trend analysis of stock item movements.

5.2 User Characteristics

The users will be the employees of all departments, stationery store clerks, supervisor and the store manager. Although all employees of South Vista University have their own electronic mail account, they are relatively new to computers.

6.0 Operational Requirements

6.1 Hardware and Software Environment

The South Vista University campus is linked by a local area network. Each employee is provided with a PC, which they can use for accessing email and any other work-related purposes. A printer will be shared among every department. There is also printer set-up in the Inventory Store Department. All the servers, including printer server and database server, are located in a secured computer room within the campus.

6.2 Volume of Transaction

The system shall cater for:

- (a) 90 catalogue items
- (b) 10 departments
- (c) 50 employees in each department (including department head)
- (d) 1 catalogue given to each department annually
- (c) 10 suppliers (not all active)

On the average, 10% of the employees will request for stationery every week. They may have between 5 to 10 items per request. There would be one stationery retrieval form generated weekly. There would also be a disbursement list generated in each week for each department. The purchase order form is raised bi-weekly which would normally have an average of 10 items per supplier.

7.0 Conclusion

There is an immediate need to digitally transform the stationery store inventory functions so as to improve productivity and to have better control over the stationery stock. The new system should also overcome all inefficiency and difficulties caused by the existing process.

Appendix A Stationery Requisition Procedure for Employees

Each department is given the stationery catalogue and stationery requisition form. The employees have to submit the form to the store by Wednesday of each week, in order to receive the stationery by the following Monday. Stationery will be delivered to the collection point as indicated on the disbursement list on every Monday. The department representative receiving the stationery will have to sign and acknowledge the receiving.

1. Requesting departments will be notified of the status of the requisition and the delivery dates through email if the stock is available.
2. Department should indicate at which collection points they wish to collect their stationery and the name of their representative for the first time and inform the store clerk if there are any changes.

The following is a list of Designated Collection Points (at specific collection time):

- Stationery Store - Administration Building (9:30am) by store clerk 1
- Management School (11:00am) by store clerk 1
- Medical School (9:30am) by store clerk 2
- Engineering School (11:00am) by store clerk 2
- Science School (9:30am) by store clerk 3
- University Hospital (11:00am) by store clerk 3

3. Other Remarks

- a) Name and Designation of person should be stated if signing for Head of Department.
- b) All goods must be checked on delivery or issue. Any goods being issued or delivered wrongly or found faulty are to be returned immediately to the Stationery Store.
- c) All delivery orders and invoices for goods delivered will be collected and forwarded to the purchasing department for processing.

Appendix B Stationery Requisition Form

South Vista University

Stationery Requisition

Requisition Form#: *DDS/111/99*Dept Name: *Department of Registrar*Dept Code: *DDS*Employee Name: *Jenny Wong Mei Lin*Employee Number: *11233*Employee Email Address: *Jenny@SouthVistaUniversity*

Catalogue Item Code	Description	Quantity
<i>C010</i>	<i>Clips Double 2"</i>	<i>10</i>
<i>S002</i>	<i>Short Hand Book</i>	<i>45</i>
<i>P049</i>	<i>Pad Postit 2" x 4"</i>	<i>100</i>
<i>T100</i>	<i>Trays in/out</i>	<i>25</i>
<i>S010</i>	<i>Stapler No. 28</i>	<i>55</i>
	<i>...last item...</i>	

Approved by:

Received by store clerk:

Head of Department: _____

Name: _____

Name: _____

Date: _____

Date: _____

Appendix C

Stock Card

Item code: *P085*Item description: *PENCIL 2B, Eraser end*Bin#: *A7*UOM: *Box*1st Supplier: **BANES**2nd Supplier: **CHEP**3rd Supplier: **ALPHA**

Date	Dept/Supplier	Qty	Balance
02/01/2000	Supplier - BANE	+ 500	550
03/01/2000	English Department	- 20	530
08/01/2000	Stock Adjustment 001/001/2000	ADJ + 4	534
09/01/2000	Electronic/Electric Engineering Department	- 30	504
09/01/2000	Administration Department.	- 50	454
14/01/2000	Supplier – BANE	+ 500	954

Appendix D South Vista University Stationery Catalogue

Item Number	Category	Description	Reorder Level	Reorder Qty	Unit of Measure
C001	Clip	Clips Double 1"	50	30	Dozen
C002	Clip	Clips Double 2"	50	30	Dozen
C003	Clip	Clips Double 3/4"	50	30	Dozen
C004	Clip	Clips Paper Large	50	30	Box
C005	Clip	Clips Paper Medium	50	30	Box
C006	Clip	Clips Paper Small	50	30	Box
E001	Envelope	Envelope Brown (3"x6")	600	400	Each
E002	Envelope	Envelope Brown (3"x6") w/ Window	600	400	Each
E003	Envelope	Envelope Brown (5"x7")	600	400	Each
E004	Envelope	Envelope Brown (5"x7") w/ Window	600	400	Each
E005	Envelope	Envelope White (3"x6")	600	400	Each
E006	Envelope	Envelope White (3"x6") w/ Window	600	400	Each
E007	Envelope	Envelope White (5"x7")	600	400	Each
E008	Envelope	Envelope White (5"x7") w/ Window	600	400	Each
E020	Eraser	Eraser (hard)	50	20	Each
E021	Eraser	Eraser (soft)	50	20	Each
E030	Exercise	Exercise Book (100 pg)	100	50	Each
E031	Exercise	Exercise Book (120 pg)	100	50	Each
E032	Exercise	Exercise Book A4 Hardcover (100 pg)	100	50	Each
E033	Exercise	Exercise Book A4 Hardcover (120 pg)	100	50	Each
E034	Exercise	Exercise Book A4 Hardcover (200 pg)	100	50	Each
E035	Exercise	Exercise Book Hardcover (100 pg)	100	50	Each
E036	Exercise	Exercise Book Hardcover (120 pg)	100	50	Each
F020	File	File Separator	100	50	Set
F021	File	File-Blue Plain	200	100	Each
F022	File	File-Blue with Logo	200	100	Each

APPENDIX D: con't...

Item Number	Category	Description	Reorder Level	Reorder Qty	Unit of Measure
F023	File	File-Brown w/o Logo	200	150	Each
F024	File	File-Brown with Logo	200	150	Each
F031	File	Folder Plastic Blue	200	150	Each
F032	File	Folder Plastic Clear	200	150	Each
F033	File	Folder Plastic Green	200	150	Each
F034	File	Folder Plastic Pink	200	150	Each
F035	File	Folder Plastic Yellow	200	150	Each
H011	Pen	Highlighter Blue	100	80	Box
H012	Pen	Highlighter Green	100	80	Box
H013	Pen	Highlighter Pink	100	80	Box
H014	Pen	Highlighter Yellow	100	80	Box
H031	Puncher	Hole Puncher 2 holes	50	20	Each
H032	Puncher	Hole Puncher 3 holes	50	20	Each
H033	Puncher	Hole Puncher Adjustable	50	20	Each
P010	Pad	Pad Postit Memo 1"x2"	100	60	Packet
P011	Pad	Pad Postit Memo 1/2"x1"	100	60	Packet
P012	Pad	Pad Postit Memo 1/2"x2"	100	60	Packet
P013	Pad	Pad Postit Memo 2"x3"	100	60	Packet
P014	Pad	Pad Postit Memo 2"x4"	100	60	Packet
P015	Pad	Pad Postit Memo 2"x4"	100	60	Packet
P016	Pad	Pad Postit Memo 3/4"x2"	100	60	Packet
P020	Paper	Paper Photostat A3	500	500	Box
P021	Paper	Paper Photostat A4	500	500	Box
P030	Pen	Pen Ballpoint Black	100	50	Dozen
P031	Pen	Pen Ballpoint Blue	100	50	Dozen
P032	Pen	Pen Ballpoint Red	100	50	Dozen
P033	Pen	Pen Felt Tip Black	100	50	Dozen
P034	Pen	Pen Felt Tip Blue	100	50	Dozen
P035	Pen	Pen Felt Tip Red	100	50	Dozen
P036	Pen	Pen Transparency Permanent	100	50	Packet

APPENDIX D: con't.....

Item Number	Category	Description	Reorder Level	Reorder Qty	Unit of Measure
P037	Pen	Pen Transparency Soluble	100	50	Packet
P038	Pen	Pen Whiteboard Marker Black	100	50	Box
P039	Pen	Pen Whiteboard Marker Blue	100	50	Box
P040	Pen	Pen Whiteboard Marker Green	100	50	Box
P041	Pen	Pen Whiteboard Marker Red	100	50	Box
P042	Pen	Pencil 2B	100	50	Dozen
P043	Pen	Pencil 2B with Eraser End	100	50	Dozen
P044	Pen	Pencil 4H	100	50	Dozen
P045	Pen	Pencil B	100	50	Dozen
P046	Pen	Pencil B with Eraser End	100	50	Dozen
R002	Ruler	Ruler 12"	50	20	Dozen
R001	Ruler	Ruler 6"	50	20	Dozen
S100	Scissors	Scissors	50	20	Each
S040	Tape	Scotch Tape	50	20	Each
S041	Tape	Scotch Tape Dispenser	50	20	Each
S101	Sharpener	Sharpener	50	20	Each
S010	Shorthand	Shorthand Book (100 pg)	100	80	Each
S011	Shorthand	Shorthand Book (120 pg)	100	80	Each
S012	Shorthand	Shorthand Book (80 pg)	100	80	Each
S020	Stapler	Stapler No. 28	50	20	Each
S021	Stapler	Stapler No. 36	50	20	Each
S022	Stapler	Stapler No. 28	50	20	Box
S023	Stapler	Stapler No. 36	50	20	Box
T001	Tacks	Thumb Tacks Large	10	10	Box
T002	Tacks	Thumb Tacks Medium	10	10	Box
T003	Tacks	Thumb Tacks Small	10	10	Box
T020	Tparency	Transparency Blue	100	200	Box
T021	Tparency	Transparency Clear	500	400	Box
T022	Tparency	Transparency Green	100	200	Box
T023	Tparency	Transparency Red	100	200	Box
T024	Tparency	Transparency Reverse Blue	100	200	Box
T025	Tparency	Transparency Cover 3M	500	400	Box
T100	Tray	Trays In/Out	20	10	Set

Appendix E Supplier List

Supplier Code: ALPA GST Registration No: MR-8500440-2
Supplier Name: ALPHA Office Supplies
Contact Name: Ms Irene Tan
Phone No.: 461 9928
Fax No.: 461 2238
Address: Blk 1128, Ang Mo Kio Industrial Park
 #02-1108 Ang Mo Kio Street 62
 Singapore 62262

Supplier Code: CHEP GST Registration No: Nil
Supplier Name: Cheap Stationer
Contact Name: Mr Soh Kway Koh
Phone No.: 354 3234
Fax No.: 474 2434
Address: Blk 34, Clementi Road
 #07-02 Ban Ban Soh Building
 Singapore 110525

Supplier Code: BANE GST Registration No: MR-8200420-2
Supplier Name: BANES Shop
Contact Name: Mr Loh Ah Pek
Phone No.: 478 1234
Fax No.: 479 2434
Address: Blk 124, Alexandra Road
 #03-04 Banes Building
 Singapore 550315

Supplier Code: OMEG GST Registration No: MR-8555330-1
Supplier Name: OMEGA Stationery Supplier
Contact Name: Mr Ronnie Ho
Phone No.: 767 1233
Fax No.: 767 1234
Address: Blk 11, Hillview Avenue
 #03-04,
 Singapore 679036

Appendix F Department List

Department Code: ENGL
Department Name: English Dept
Contact Name: Mrs Pamela Kow
Telephone No.: 874 2234
Fax No.: 892 1456
Head's Name: Prof Ezra Pound
Collection Point:
Representative Name:

Department Code: CPSC
Department Name: Computer Science
Contact Name: Mr Wee Kian Fatt
Telephone No.: 890 1235
Fax No.: 892 1457
Head's Name: Dr. Soh Kian Wee
Collection Point:
Representative Name:

Department Code: COMM
Department Name: Commerce Dept
Contact Name: Mr Mohd. Azman
Telephone No.: 874 1284
Fax No.: 892 1256
Head's Name: Dr. Chia Leow Bee
Collection Point:
Representative Name:

Department Code: REGR
Department Name: Registrar Dept
Contact Name: Ms Helen Ho
Telephone No.: 890 1266
Fax No.: 892 1465
Head's Name: Mrs Low Kway Boo
Collection Point:
Representative Name:

Department Code: ZOOL
Department Name: Zoology Dept
Contact Name: Mr. Peter Tan Ah Meng
Telephone No.: 890 1266
Fax No.: 892 1465
Head's Name: Prof Tan
Collection Point:
Representative Name:

Appendix G

Stationery Purchase Order Form

South Vista University**Stationery Purchase Order****PO Number: 200000068**Supplier: _____

Deliver to : _____

Attn: _____

Please supply the following items by _____
(date)

Item No.	Description	Quantity	Price	Amount
	Total			

Ordered by: _____

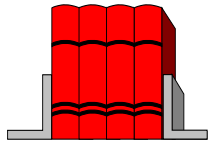
Approved by: _____

Date: _____

Date: _____

Appendix H

Delivery Order Form – Quills and Pens Pte Ltd

**ALPHA Stationery Supplies**
Delivery OrderDelivery Order No: *DO1234567*Your Ref: *PO Number 098765*

The following items has been delivered to: *South Vista University Stationery Store*
on this day: *20 March 2022*

Item No.	Description	Quantity	Remarks
<i>F004</i>	<i>Folder Plaster Yellow</i>	<i>150</i>	
<i>P036</i>	<i>Transparency Pen</i>	<i>50</i>	
	<i>Permanent</i>		
	.		

Signature: X

Company Seal/Stamp: South Vista University

Appendix I Stationery Supply Tender Quotation Form

South Vista University Stationery Supply Tender for 2022

Name of Supplier: Banes Shop
Blk 124, Alexandra Road
#03-04 Banes Building
S'pore 550315

Item Description	Tender Price
<u>Pencil 2b with eraser end</u>	<u>\$1.00/doz</u>
<u>Pencil 2b</u>	<u>98c/doz</u>
<u>Pencil 2h with eraser end</u>	<u>\$1.20/doz</u>
<u>Pencil 2h</u>	<u>\$1.20/doz</u>
<u>Pen ballpoint blue</u>	<u>\$2.00/doz</u>
<u>Pen ballpoint red</u>	<u>\$2.00/doz</u>
<u>Pen ballpoint black</u>	<u>\$2.00/doz</u>
<u>Eraser(soft)</u>	<u>48c/pkt (10)</u>
<u>Exercise book(100 pages)</u>	<u>22c each</u>
<u>Exercise book(120 pages)</u>	<u>24c each</u>
<u>Exercise book Hardcover(120 pages)</u>	<u>54c each</u>
<u>Exercise book Hardcover(200 pages)</u>	<u>62c each</u>
<u>Exercise book A4 Hardcover(120 pages)</u>	<u>\$1 each</u>
<u>Exercise book A4 Hardcover(200 pages)</u>	<u>\$1.20 each</u>
<u>Shorthand Book(60 pages)</u>	<u>40c each</u>
<u>Shorthand Book(100 pages)</u>	<u>50c each</u>
<u>Shorthand Book(120 pages)</u>	<u>55c each</u>
<u>Diskettes 3.5 inch (HD)</u>	<u>\$10/box (10)</u>

Appendix J Reorder Report

Reorder Report as end of Nov 2022

The following items have fallen below re-order level.

S/ N	Item Code	Description	Quantity on hand	Re- order level	Re- order quantity	PO#	Expected delivery
	<i>P040</i>	<i>Pen Whiteboard Marker Green</i>	<i>98</i>	<i>100</i>	<i>50</i>	<i>01-1234/A</i>	<i>15/11/2022</i>
	<i>T001</i>	<i>Thumb Tacks Large</i>	<i>8</i>	<i>10</i>	<i>10</i>	<i>as above</i>	<i>as above</i>
	<i>F031</i>	<i>Folder Plastic Blue</i>	<i>180</i>	<i>200</i>	<i>150</i>	<i>as above</i>	<i>as above</i>

Appendix K Inventory Status Report

Inventory Status Report as at 31 Dec 2022

Item Code	Description	Location	Unit of measurement	Quantity on hand	Reorder level

Appendix L Disbursement List

Disbursement List at 12 Dec 2022 for Registrar Department
Collection Point: Science Department

Stationery Description	Quantity
<i>Staplet</i>	3

Representative Name: Mr John Lau

Signature of acknowledgement: _____

Appendix M Stationery Retrieval List

Stationery Retrieval Form

Bin #	Stationery Description	Total Quantity		Breakdown by Department		
		Needed	Retrieved	Dept name	Needed	Actual
7	<i>Staplet</i>	10	9	REGR	5	4
				ZOOL	3	3
				COMM	2	2
8	<i>Pencil</i>	20	20	ZOOL	10	10
				CPSC	4	4
				ENGL	6	6

Appendix N Inventory Adjustment Voucher

Inventory Adjustments

Possible Causes:

1. items broken or expired
2. adhoc (i.e. detected when trying to issue the item(s))
3. when issue/receipt of item is not recorded (i.e. oversight)

Authorising Adjustments:

- Minor: - anything under \$250 per item adjustment can be authorised by Supervisor
- a copy of adjustment amounts is put on an adjustment voucher and is signed by the supervisor.

- Major: - by Manager
- use adjustment voucher
- a copy of adjustment amounts is put on an adjustment voucher and is signed by the supervisor.

Adjustment Voucher

Voucher#: [xxx/xxxxx/99]

Date issued: dd/mm/yy

By: Supervisor/AA

Item Code	Quantity adjusted	Reason
<i>P006</i>	-6	<i>Broken items</i>
<i>F024</i>	+3	<i>Free gift in offer pack</i>

Authorised by:

Appendix O

Glossary

Administration Management	the management team in the University's Administration Services
Catalogue items	stationery items included in the catalogue
Delivery Order	a document accompanying goods supplied to the store detailing the description of the goods and the quantity delivered
EDI	Electronic Data Interchange
Purchase Order	an order raised by the store to purchase goods from the supplier describing the items and quantity to be purchased
Reorder report	A report detailing all items whose stock balance falls below the item's reorder level
Stationery usage charge-back	charging user departments on their stationery usage
Stationery Item Catalogue	catalogue of all the stationery items handled by the store
Stock Card	a card used for manually recording transactions related to an item (see Appendix C)
Stocktake	an annual exercise conducted by the store to reconcile physical stock balance with recorded stock balance
Store	the stationery store in the University
Tender exercise	an exercise conducted by the store annually to request for suppliers to bid for the supply of stationery items to the store at the bided price