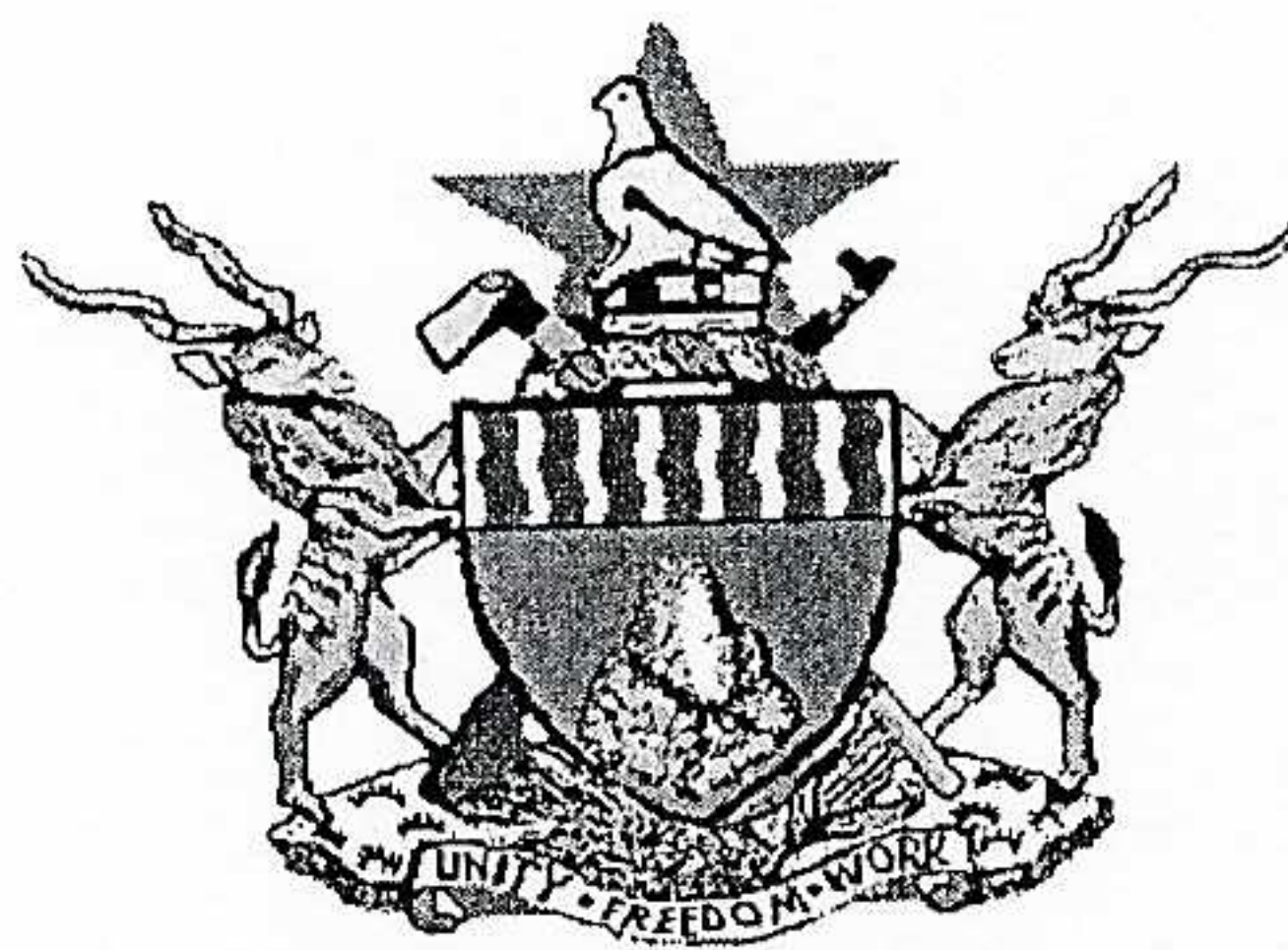




ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

OFFICE MANAGEMENT

MODULE: Digital Mail Management

PAPER NO: 361/22/M04

DURATION: 3 hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five (5) questions.
2. Do not write your name inside or outside the answer booklet.
3. Do not write anything on the question paper.

This paper consists of 3 printed pages.

QUESTION 1

Describe any ten (10) characteristics of suspicious manual and electronic mail packages. (20 marks)

QUESTION 2

Explain any five modes used to distribute mail. (20 marks)

QUESTION 3

- a) Examine any five (5) functions of the security department in relation to mail handling. (10 marks)
- b) Outline any five (5) factors to consider when creating an email address. (10 marks)

QUESTION 4

- a) Described remittance advice book. (2 marks)
- b) Explain any four (4) components of a remittance advice book. (8 marks)
- c) Describe five (5) functions of the accounts department. (10 marks)

QUESTION 5

Explain the duties of a mail room clerk. (20 marks)

QUESTION 6

- a) Describe any five (5) factors to consider when updating electronic mail in the mail movement register. (15 marks)
- b) Draw an incoming mail movement register of an organisation of your choice. (5 marks)

QUESTION 7

Outline the procedure to be followed in handling:

- a) Incoming mail
- b) Outgoing mail

(10 marks)

(10 marks)

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