



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

OFFICE MANAGEMENT

SUBJECT: Digital Mail Management

PAPER NO: 361/22/M04

DURATION: 3 Hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five (5) questions.
2. Begin each question on a new page.
3. Do not write your name anywhere inside or outside the answer booklet.
4. Do not write anything on the question paper.

This paper consists of 2 printed pages.

QUESTION 1

Evaluate any five (5) benefits of using a digital mail room. (20 marks)

QUESTION 2

Describe the following terms: -

- (a) Email filtering (4 marks)
- (b) Email sorting (4 marks)
- (c) Email prioritisation (4 marks)
- (d) Email automation (4 marks)
- (e) Spam (4 marks)

QUESTION 3

- (a) Describe the importance of email organisation in digital mail management. (10 marks)
- (b) Outline any five (5) factors to consider when distributing mail. (10 marks)

QUESTION 4

Examine any ten (10) steps involved in handling incoming mail. (20 marks)

QUESTION 5

Explain factors to be considered to ensure that the documents are delivered to the correct recipients in a timely manner. (20 marks)

QUESTION 6

Describe any ten (10) indicators that may suggest a mail package is suspicious. (20 marks)

QUESTION 7

Explain the steps involved in creating an e mail address. (20 marks)

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