

STUDY GUIDE WAREHOUSE CLERK

TEST #2995

INTRODUCTION

The **2995 Warehouse Clerk Test** is a job knowledge test designed to cover the major knowledge areas necessary to perform the job. **This test is used for entry into the Warehouse Clerk Position (Job Code 7378)**. This Guide contains strategies to use for taking tests and a study outline, which includes knowledge categories, major job activities, and study references.

TEST SESSION

It is important that you follow the directions of the Test Administrator exactly. If you have any questions about the testing session, be sure to ask the Test Administrator before the testing begins. During testing, you may NOT leave the room, talk, smoke, eat, or drink. Since some tests take several hours, you should consider these factors before the test begins.

All cellular/mobile phones, pagers or other electronic equipment will NOT be allowed in the testing area.

All questions on this test are multiple-choice or hot spot questions. Multiple choice questions have four possible answers. Hot spot questions have a picture, and you must click the correct spot on the picture to answer the question. All knowledge tests will be taken on the computer.

The test has a two hour time limit.

You will receive a Test Comment form so that you can make comments about test questions. Write any comments you have and turn it in with your test when you are done.

INFORMATION GUIDE FEEDBACK

At the end of this Guide you have been provided with an Information Guide Feedback page. If a procedure or policy has changed, making any part of this Guide incorrect, your feedback would be appreciated so that corrections can be made.

TEST TAKING STRATEGIES

INTRODUCTION

The test contains multiple-choice questions. The purpose of this section is to suggest techniques for you to use when taking one.

Your emotional and physical state during the test may determine whether you are prepared to do your best. The following list provides common sense techniques you can use before the test begins.

CONFIDENCE

If you feel confident about passing the test, you may lose some of your anxiety. Think of the test as a way of demonstrating how much you know, the skills you can apply, the problems you can solve, and your good judgment capabilities.

PUNCTUALITY

Arrive early enough to feel relaxed and comfortable before the test begins.

CONCENTRATION

Try to block out all distractions and concentrate only on the test. You will not only finish faster but you will reduce your chances of making careless mistakes. If possible, select a seat away from others who might be distracting. If lighting in the room is poor, sit under a light fixture. If the test room becomes noisy or there are other distractions or irregularities, mention them to the Test Administrator immediately.

BUDGET YOUR TIMES

Pace yourself carefully to ensure that you will have enough time to complete all items and review your answers.

READ CRITICALLY

Read all directions and questions carefully. Even though the first or second answer choice looks good, be sure to read all the choices before selecting your answer.

MAKE EDUCATED GUESSES

Make an educated guess if you do not know the answer or if you are unsure of it.

CHANGING ANSWERS

If you need to change an answer when testing on a computer, be sure that the new answer is selected instead of the old one.

RETURN TO DIFFICULT QUESTIONS

If particular questions seem difficult to understand, make a note of them, continue with the test and return to them later.

DOUBLE CHECK MATH CALCULATIONS

Use scratch paper to double check your mathematical calculations.

REVIEW

If time permits, review your answers. Do the questions you skipped previously. When testing on a computer, make sure each multiple choice question has a dot next to the correct answer.

Remember the techniques described in this section are only suggestions. You should follow the test taking methods that work best for you.

JOB KNOWLEDGE CATEGORIES AND STUDY REFERENCES

Below are the major job knowledge areas (topics) covered on the **2995 Warehouse Clerk Test** and the associated study references. Listed next to each knowledge category is the number of items on the exam that will measure that topic. You can use this information to guide your studying. Some exams also contain additional pretest items. Pretest items will appear just like all of the other items on your exam, but they will not affect your score. They are an essential part of ensuring the **2995 Warehouse Clerk Test** remains relevant to successful performance of the job.

There are a total of 60 items on the **2995 Warehouse Clerk Test** and the passing score is 76%. This score was determined during the test validation process.

SAFETY POLICIES, PRINCIPLES, AND PROCEDURES (29 ITEMS)

Understanding of safety and operating policies, principles, and procedures associated with the duties of a Warehouse Clerk. This includes knowledge of the Accident Prevention Manual contents, with emphasis on policies pertaining to warehouse operations (e.g., Personal Protective Equipment [PPE]); policies related to safely operating a forklift and associated equipment (e.g., seatbelts); safety practices related to the use of hand tools (e.g., wire cutters, banding equipment); tailboarding procedures; and warehouse safety highlights and requirements.

References for Safety Policies, Principles, and Procedures:

SCE's Accident Prevention Manual

SCE's Employee Emergency Procedures

[Supply Management Safety Highlights](#)

[Additional study references](#)

SAP (22 ITEMS)

Understanding of how to process materials/goods using SAP. This includes knowledge of how to create, modify, and cancel Stock Transfer Orders (STOs); how to inquire for incoming material on Purchase Orders (POs) / STOs; how to create an inbound / outbound delivery number; miscellaneous SAP/EWM transactions and codes; how to determine the status of an item (e.g., in current location [SCWM/MON], in another location [MMBE]); how to create, cancel, and print a pick ticket (i.e., label); post-goods issue (PGI) processing to confirm shipment of inventory; Warehouse Product screen functions and how to use them (e.g., material display); how to move inventory between storage bins within a warehouse; and how to complete transactions (e.g., transitioning material) using MIGO.

References for SAP

Carter, B. M., Bauer, F., Lange, J., Dalm, T., & Persich, C. (2010). SAP Extended Warehouse Management: Processes, Functionality, and Configuration. Boston, MA: Galileo Press, Inc. (Chapters 3, 7, 9, 10, 15)

Roettig, E. (2016). Inventory Management and Optimization in SAP ERP. Boston, MA: Rheinwerk Publishing. (Chapters 2, 6)

[Additional study references](#)

MATERIAL PROCESSING PROCEDURES (9 ITEMS)

Understanding of the procedures for processing materials and goods. This includes knowledge of material classifications (A-, B-, and E- materials) and distinguishing characteristics; bin, storage type, and plant locations; and how to look up material descriptions.

References for Material Processing Procedures:

Carter, B. M., Bauer, F., Lange, J., Dalm, T., & Persich, C. (2010). SAP Extended Warehouse Management: Processes, Functionality, and Configuration. Boston, MA: Galileo Press, Inc. (Chapters 2, 3)

Roettig, E. (2016). Inventory Management and Optimization in SAP ERP. Boston, MA: Rheinwerk Publishing. (Chapters 1, 6)

[Additional study references](#)

STUDY GUIDE FEEDBACK

Please use this page to notify us of any changes in policies, procedures, or materials affecting this guide. Once completed, return to:

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Human Resources – Talent and Assessment Programs
G.O. 5, First Floor
1515 Walnut Grove Ave
Rosemead, CA 91770

Test Name: 2995 Warehouse Clerk Test

If you have encountered any discrepancies in the test, please provide an explanation and the page number below.

COMMENTS