



E-LEARNING

Livello 2



Cofinanziato
dall'Unione europea

Finanziato dall'Unione europea. Le opinioni espresse appartengono, tuttavia, al solo o ai soli autori e non riflettono necessariamente le opinioni dell'Unione europea o dell'Agenzia esecutiva europea per l'istruzione e la cultura (EACEA). Né l'Unione europea né l'EACEA possono esserne ritenute responsabili.

WA 04: Documentazione e database del sistema di riempimento

UNITÀ 2. 5 Interpretare documenti aziendali di routine

LO2.9: Dimostrare la capacità di preparare, interpretare e controllare le voci dei documenti aziendali di routine.



- Di solito le aziende utilizzano modelli di documenti aziendali per garantire che tutte le informazioni siano fornite.
 - Nel caso dei sistemi ISO, anche questi documenti fanno parte del sistema e hanno un proprio codice.

- Listini prezzi
- Citazioni
- Ordini
- Fatture
- Email
- Estratti conto
- Ricevute
- Buste paga
- Inventario
- Scheda di controllo delle scorte
- Nota di credito
- Nota di debito



Sales Quotation Template

<<Company Name>>
<<Address Line 1>>
<<Address Line 2>>
<<City>><<State>><<Zip Code>>
<<Phone Office>><<Phone Fax>>
<<Email Address>><<Website>>

November 2, 2010



TO: [Customer Name] [Customer Address Line 1] [Customer Address Line 2] [Customer City, State ZIP Code]	F.O.B. terms delivery number: [Type number here]
---	---

Thank you for your inquiry dated: [Type date here]

We are pleased to quote you the following:

Item	Quantity	Description	Unit Price	Delivery Date
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				

We will be happy to supply any further information you may need and trust that you call on us to fill your order, which will receive our prompt and careful attention.

Date: [Type Date Here]

Signatures of Authorized Person

Quotation Template



Alcuni documenti - Fattura

Microsoft Excel - Invoice Detailed-Manxsys Financial1

File Edit View Insert Format Tools Data Window Help

H64

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37

CH Gourmet Gifts

13 East 54th Street
New York, NY 10034
Phone: 206-555-2078
Fax: 206-555-2081

INVOICE

DATE: 1/1/2000
INVOICE # 100

Bill To:
Alexander O'Brien
Manxsys Financial
2864 Yookland Ave.
Seattle, WA 98452
Phone: 206-555-2078

SALESPERSON	P.O. NUMBER	SHIP DATE	SHIP VIA	F.O.B. POINT	TERMS
Chris Huffman					Due on receipt

QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
1.00	Coffee Brand-X - 2 lbs pack	12.50	12.50
1.00	Chocolate Sampler	12.00	12.00

SUBTOTAL	\$	24.50
TAX RATE		5.00%
SALES TAX		1.23
TOTAL	\$	25.73

Invoice/

Ready SCRL

Alcuni documenti - Email

Gmail - Σύνθεση Μηνύματος - faritzis@gmail.com - Windows Internet Explorer
https://mail.google.com/mail/?shva=1#compose
fax cover letter

Αποστολή Αποθήκευση τώρα Απόρριψη

Προς:

[Προσθήκη Κοιν.](#) | [Προσθήκη κρυφής κοιν.](#)

Θέμα: Job Inquiry
Επισύναψη αρχείου Εισαγωγή: [Πρόσκληση](#)

Α Β Ι U F T T [Απλό Κείμενο](#) [Έλεγχος ορθογραφίας](#)

14:00 PM

Subject: **Job inquiry**

Dear Sir/Madame,

I would like to be a member of your team.
Please forward my resume to the appropriate person.

Kind regards,

Max Maximilium

Αποστολή Αποθήκευση τώρα Απόρριψη

©2011 Google - [Όροι και Απόρρητο](#)
[Απενεργοποίηση του Buzz](#)

Πρόσφατη δραστηριότητα λογαριασμού: 2 ώρες πριν
[Λεπτομέρειες](#)

3% πλήρες
Χρησιμοποιείτε 296 MB από τα 7622 MB

Done Internet | Protected Mode: On 6:53 PM 9/5/2011

CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2015

	Notes	2015 \$'000	2014 \$'000 (Restated)
Revenue	3	624,149	589,644
Cost of sales		(293,916)	(279,018)
Gross profit		330,233	310,626
Other operating income	4	16,279	18,345
Interest income	5	4,005	2,058
Distribution and selling expenses		(248,415)	(233,005)
Administrative expenses		(70,099)	(70,998)
Interest expense	5	(5,322)	(3,728)
Profit before tax and share of results of associates and joint ventures		26,681	23,298
Share of results of associates		(1,933)	8,858
Share of results of joint ventures		628	645
Profit before tax	6	25,376	32,801
Income tax expense	8	(10,768)	(6,771)
Profit for the year		14,608	26,030
Profit attributable to:			
Owners of the Company		7,602	22,171
Non-controlling interests		7,006	3,859
		14,608	26,030

Alcuni documenti - Inventario

Onions, Red		Yogurt	
Onions, White		Zucchini	
Onions, Yellow			
Orange Juice			
Oranges			
Peaches			
Pears			
Pepperoni			
Peppers, Green Bell			
Peppers, Orange Bell			
Peppers, Red Bell			
Peppers, Yellow Bell			
Plums			
Potatoes, Red			
Potatoes, Russet			
Potatoes, White			

Alcuni documenti - Ricevuta



Receipt

No 7268

Received From:	CUSTOMER NAME		
The sum of:	One hundred eighty four	Euros and	
zero	cents	Amount:	€ 184.00
For Settlement of Invoices:	08960		
Cash/Cheque No:	CHEQUE NUMBER / BANK NAME		

25/08/2011

Date

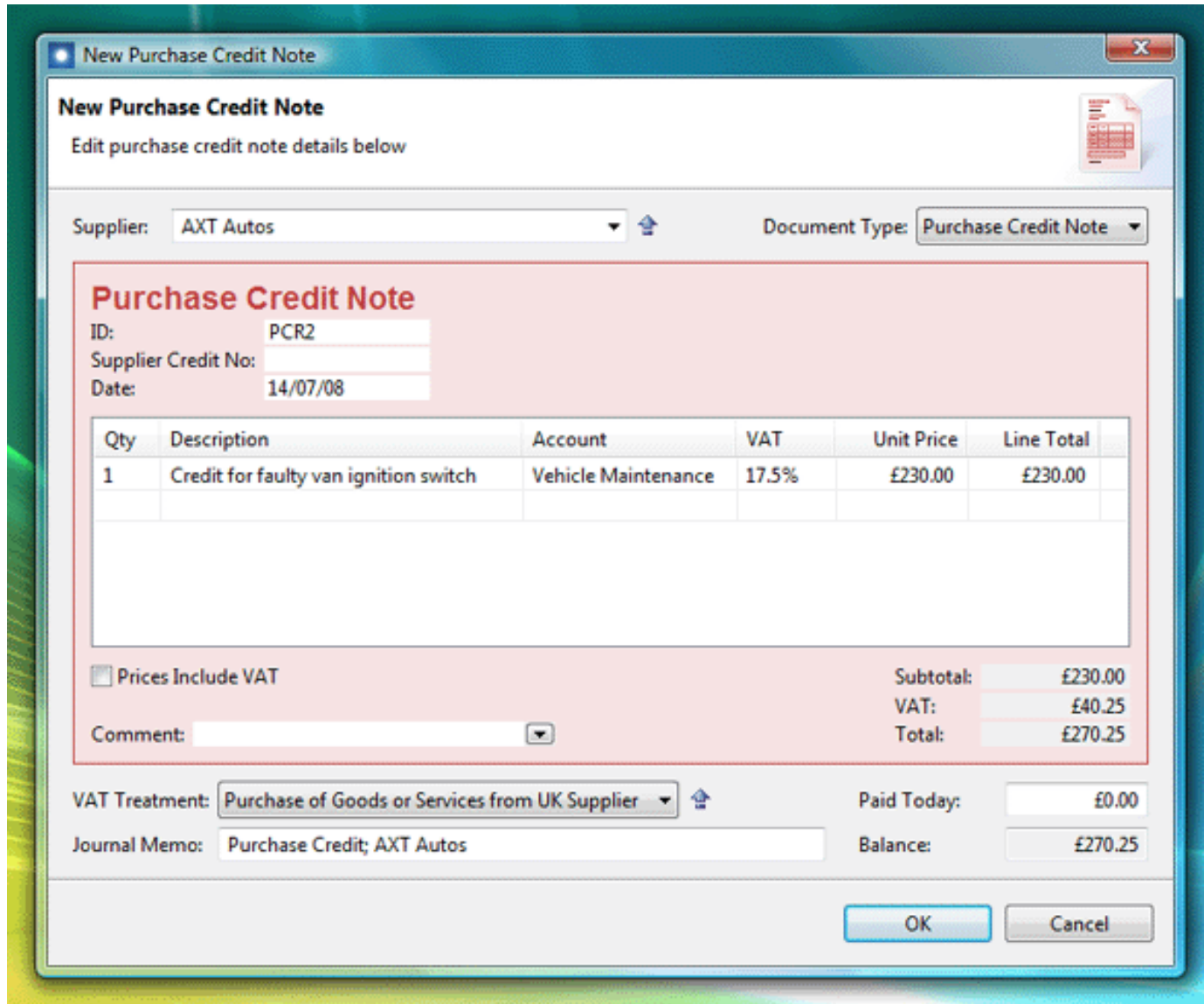
Maria Papastephanou
The Receiver

EDITC LIMITED
Maria Papastephanou
Signature and Stamp

Company Details
EDITC Ltd,
Tax ID: No. 12076110Y
Company Registration Number: 76110

16 Imvrou street, 1055 Nicosia, Tel: 22466633, Fax: 22466635,
Email: editc@editc.com
Visit Us at www.editc.com

Alcuni documenti - Nota di credito



New Purchase Credit Note
Edit purchase credit note details below

Supplier: AXT Autos Document Type: Purchase Credit Note

Purchase Credit Note
ID: PCR2
Supplier Credit No:
Date: 14/07/08

Qty	Description	Account	VAT	Unit Price	Line Total
1	Credit for faulty van ignition switch	Vehicle Maintenance	17.5%	£230.00	£230.00

Prices Include VAT

Subtotal: £230.00
VAT: £40.25
Total: £270.25

Comment:

VAT Treatment: Purchase of Goods or Services from UK Supplier
Journal Memo: Purchase Credit; AXT Autos

Paid Today: £0.00
Balance: £270.25

OK Cancel



Alcuni documenti - Lettera di vettura



<i>Your Logo Here</i>		Your address, Your city,, 905-640-1011	January 12, 2004 1:23 PM 8550
FROM		TO	
Name	Widget Design Corp.	Name	Widget Manufacturing Group
Address	Suite 1203 2245 Commerce Drive	Address	Unit 107 952 Industrial Road
Contact	Bob D.	Attn	John
Phone	905-640-1011	Phone	105-123-4567
Reference/charge to	WDC-Project A27-B	<input type="checkbox"/> Same day delivery	<input type="checkbox"/> Dr 4 Hr svc
<u>Comments & Description</u> Fragile. (New samples) 3 small boxes. Please return old samples promptly. Pickup: after 2:00PM Today Deliver: by 10:30AM Wed		<input type="checkbox"/> Rush 2Hr svc	<input checked="" type="checkbox"/> Overnight Service
		<input type="checkbox"/> Basic service	<input type="checkbox"/> Next day svc
		<input checked="" type="checkbox"/> Return	<input type="checkbox"/> Van requested
		Wt: 25 Lbs	Pcs/vol: 3
		<u>Driver:</u>	
Sent by	Bob D.	WDC002	Received by
Signed:	Signed: *** No Signature Required ***		

Job Seeker's First and Last Name
Street Address, City, Postal Code, Country • Telephone Number • Email Address

PROFESSIONAL SUMMARY AND OBJECTIVE

Your professional summary is your persuasive sales pitch that introduces you to potential employers and allows them to place you in context based on their hiring needs. Compose three to five sentences featuring your key capabilities and unique experience, with an emphasis on results. This section focuses on a combination of hard and soft skills. Tie your qualifications to the type of position you're seeking.

EXPERIENCE

Most Recent Job Title, Employer City, State
(Month Year to Month Year)
Brief over view of the position's responsibilities, including an explanation of the organization if it's not well known.

- Outline your most impressive accomplishments using bullet points. Focus on the results of your actions, not just your responsibilities. Include industry buzzwords and tangible numbers to support your experience. The eye is drawn to figures, especially on a sales resume.
- Focus on leadership roles and demonstrate how you've found solutions to challenges.
- Start every bullet with an impressive action word, and vary words throughout your resume.
- Avoid fancy fonts.

Previous Job Title, Employer City, State
(Month Year to Month Year)

- Keep position summaries short and relevant. A potential employer is scanning your resume to see if you meet an ideal view—clear and concise is ideal.
- Don't try to include your whole life story. Outline your most important and impressive accomplishments, not a complete menu of every task you've ever performed.
- As a general rule, the amount of information—both summaries and bullets—beneath each position should decrease as you move toward older assignments.

Earlier Job Title, Employer City, State
(Month Year to Month Year)

- Earlier jobs require less information, though they are important to demonstrate career advancement.

EDUCATION

MBA, University (Most recent degree goes on top)
BA, College, 2002 (Date is optional, but usually included especially if it's recent)

- GPA, only if it is above 3.5, Honors Received (e.g. magna cum laude or Dean's List)
- Leadership roles and impressive recognition

SKILLS/QUALIFICATIONS

- This optional section can be used to enhance your summary and experience while highlighting specific qualifications that are either required for a particular job or are unique about you.
- (Note: If you're in a technology field, this section should appear at the top under professional summary.)
- You can expand this section when posting your resume online to increase the number of keywords.

MEMBERSHIPS/AFFILIATIONS

- Professional memberships and volunteer work show your commitment to your industry and community. Mention leadership positions and briefly note relevant achievements.
- This is especially valuable for recent grads and career changers to demonstrate that you're making an effort to establish yourself in a new field.



Alcuni documenti - Busta paga



Pay Statement

PAYEsoft inc

000001	Mr P Gransden	06/04/2008	EXPAT	1	
Development		ZX123456A	A	Exact 543L	Monthly
PAYMENTS	HOURS	RATE	DEDUCTIONS		CUMULATIVE TOTS
Basic Pay		3,326.68	PAYE Tax	954.13	Gross Pay
Tax Subs		954.13	National Ins.	326.68	Tax.Gross
					Tax Paid
					Earn For NI
					Nat Ins ER
					Nat Ins EE
					K Not Coll.
					Pension EE
			TOTAL DEDUCTIONS	£1,280.81	
					0.00
TOTAL PAY		£4,280.81	NET PAY	£3,000.00	PAY RECEIVABLE
					£3,000.00

- Lei lavora presso l'ufficio di ammissione dell'Università di Cipro.
 - Il sig. Stephanakis invia questo certificato per approvazione al fine di partecipare ad un programma MBA
 - Lo considera un candidato?
 - Cosa è necessario controllare?



Voci - Numeri di documento

- Ogni documento deve avere un numero di identificazione unico!



EDIT-C
EDUCATION & INFORMATION TECHNOLOGY CENTRE

Receipt

No 7268

Received From:	CUSTOMER NAME		
The sum of:	One hundred eighty four	Euros and	
zero	cents	Amount:	€ 184.00
For Settlement of Invoices:	08960		
Cash/Cheque No:	CHEQUE NUMBER / BANK NAME		

25/08/2011
Date

Maria Papastephanou
The Recipient

EDITC LIMITED
Signature and Stamp

Company Details
EDITC Ltd.
Tax ID: No. 12076110Y
Company Registration Number: 76110

16 Imvrou street, 1055 Nicosia, Tel: 22466633, Fax: 22466635,
Email: editc@editc.com
Visit Us at www.editc.com

Voci - Dettagli del cliente

- La maggior parte dei documenti aziendali fa riferimento ai clienti, che devono essere identificati!

EDIT-C
EDUCATION & INFORMATION TECHNOLOGY CENTRE

Receipt No 7268

Received From:	CUSTOMER NAME
The sum of:	One hundred eighty four
zero	cents
Amount:	€ 184.00
For Settlement of Invoices:	08960
Cash/Cheque No:	CHEQUE NUMBER / BANK NAME

25/08/2011
Date

Maria Papastephanou
The Recipient

Maria Papastephanou
Signature and Stamp

EDITC LIMITED

Company Details
EditC Ltd,
Tax ID No: 120761107
Company Registration Number: 76110

16 Invroi street, 1055 Nicosia, Tel: 2246633, Fax: 2246635,
Email: editc@editc.com
Visit Us at www.editc.com

Voci - IVA, totale

Microsoft Excel - Invoice Detailed-Manxsys Financial1

File Edit View Insert Format Tools Data Window Help Type a question for help

H64 fx

SALESPERSON	P.O. NUMBER	SHIP DATE	SHIP VIA	F.O.B. POINT	TERMS
Chris Huffman					Due on receipt

QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
1.00	Coffee Brand-X - 2 lbs pack	12.50	12.50
1.00	Chocolate Sampler	12.00	12.00

SUBTOTAL	\$	24.50
TAX RATE		5.00%
SALES TAX		1.23
TOTAL	\$	25.73

Invoice / Ready SCRL



1. Data/ Ora/ Luogo
2. Mittente
3. Francobolli
4. Firme
5. Oggetto
6. Scadenze e date di scadenza
7. Problemi di riservatezza
8. A seconda del tipo di documento
 - A. Numeri (ad es. n. fattura o n. nota di credito)
 - B. Dati del cliente (in caso di fatture o note di credito)
 - C. ecc.



Attualmente lavorate nel reparto risorse umane di un'azienda.

Avete appena assunto un nuovo dipendente che vi ha inviato il contratto di lavoro insieme alle copie dei certificati.

Come verificherebbe i documenti?



- Sviluppare modelli in base ai requisiti di ogni tipo di documento, tenendo conto anche del contesto di ciascuno di essi.
- In tutti i casi, includere nella lista di controllo:
 - Numeri, date e orari sono corretti
 - I nomi sono corretti
 - La presentazione (ad esempio, intestazioni, piè di pagina, modelli, contenuti, tabelle) è appropriata e aggiornata.
 - Effettuare un controllo ortografico e grammaticale
 - Il contenuto è chiaro
 - ETC.





Identificare gli errori

e-EUPA_LO_2.5_M_001

Domanda di revisione 1

Elencare e descrivere l'uso di diversi tipi di documenti aziendali.

Domanda di revisione 2

Spiegare le voci dei documenti aziendali

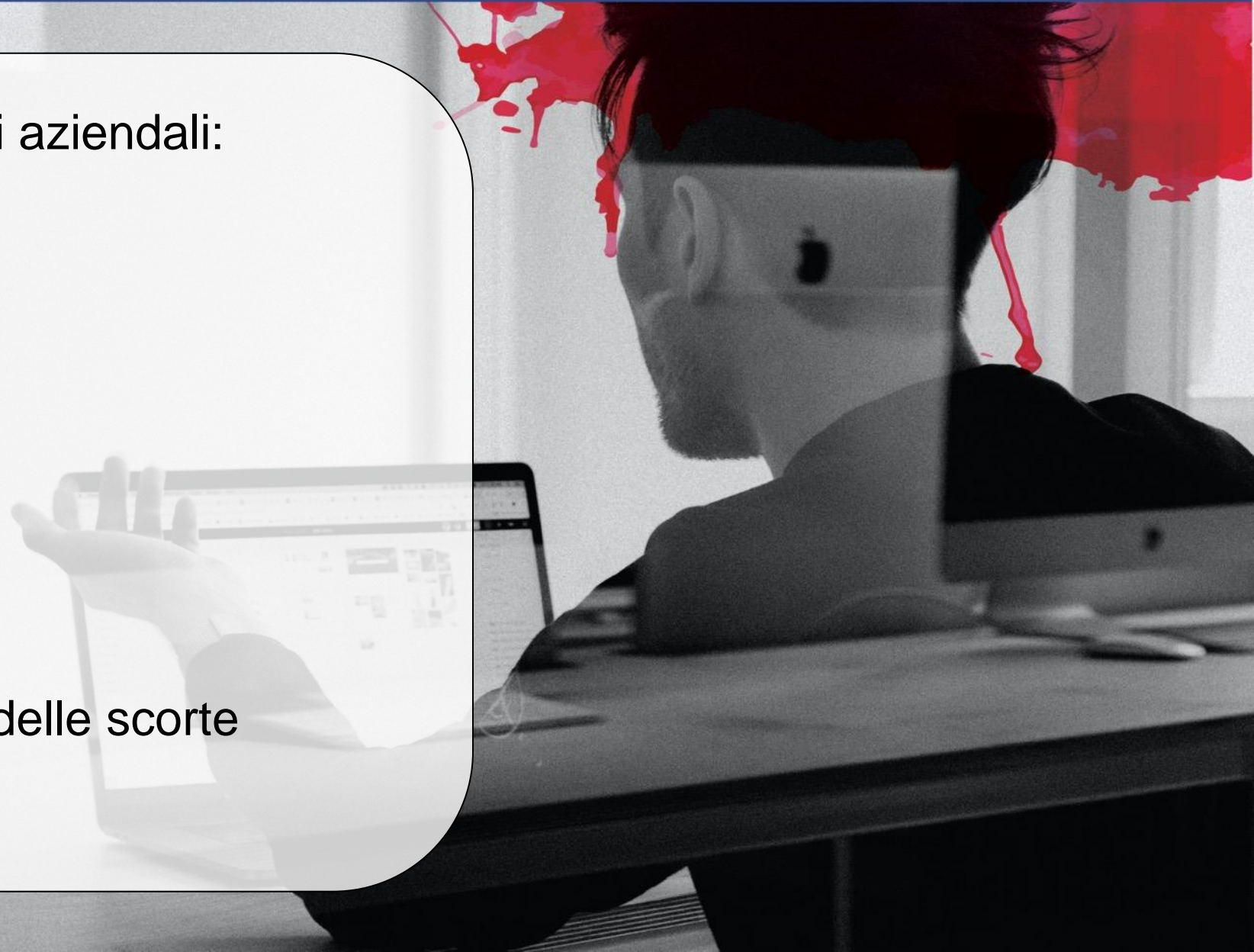
Domanda di revisione 3

Descrivete un metodo che usereste per verificare l'accuratezza del documento aziendale e per certificarne la correttezza.

Punti chiave del modulo

Principali tipi di documenti aziendali:

- Listini prezzi
- Citazioni
- Ordini
- Fatture
- Email
- Estratti conto
- Ricevute
- Buste paga
- Inventario
- Scheda di controllo delle scorte
- Nota di credito
- Nota di debito



Punti chiave del modulo

In tutti i casi, includere nella lista di controllo:

- Numeri, date e orari sono corretti
- I nomi sono corretti
- La presentazione (ad es. intestazioni, piè di pagina, modelli, contenuti, tabelle) è appropriata e aggiornata.
- Effettuare un controllo ortografico e grammaticale
- Il contenuto è chiaro
- ETC.



BEN FATTO

Avete completato l'Unità 2.5



**Cofinanziato
dall'Unione europea**

Finanziato dall'Unione europea. Le opinioni espresse appartengono, tuttavia, al solo o ai soli autori e non riflettono necessariamente le opinioni dell'Unione europea o dell'Agenzia esecutiva europea per l'istruzione e la cultura (EACEA). Né l'Unione europea né l'EACEA possono esserne ritenute responsabili.

