



E-LEARNING

Nivel 2



**Cofinanciado por
la Unión Europea**

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WA 04: Documentación y bases de datos del sistema de llenado

UNIDAD 2. 5 Interpretar documentos comerciales rutinarios

LO2.9: Demostrar la capacidad de preparar, interpretar y verificar entradas de documentos comerciales rutinarios.

- Normalmente, las empresas utilizan plantillas para los documentos comerciales para garantizar que se proporcione toda la información.
 - En el caso de los sistemas ISO, estos documentos también forman parte del sistema y tienen su propio código.

- Listas de precios
- Cotizaciones
- Pedidos
- Facturas
- Correos electrónico
- Estados de cuenta
- Recibos
- Nóminas
- Inventario
- Tarjeta de control de stock
- Nota de crédito
- Nota de débito



Algunos documentos - Cotización

Sales Quotation Template

<<Company Name>>

November 2, 2010

<<Address Line 1>>

<<Address Line 2>>

<<City>><<State>><<Zip Code>>

<<Phone Office>><<Phone Fax>>

<<Email Address>><<Website>>



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



Contact Name :	Date :
Company Name :	Page : of
Delivery Address :	Order Number :
	Postcode :

Fax Order to 01902 851016

Algunos documentos - Factura

Microsoft Excel - Invoice Detailed-Manxsys Financial1

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

H64

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

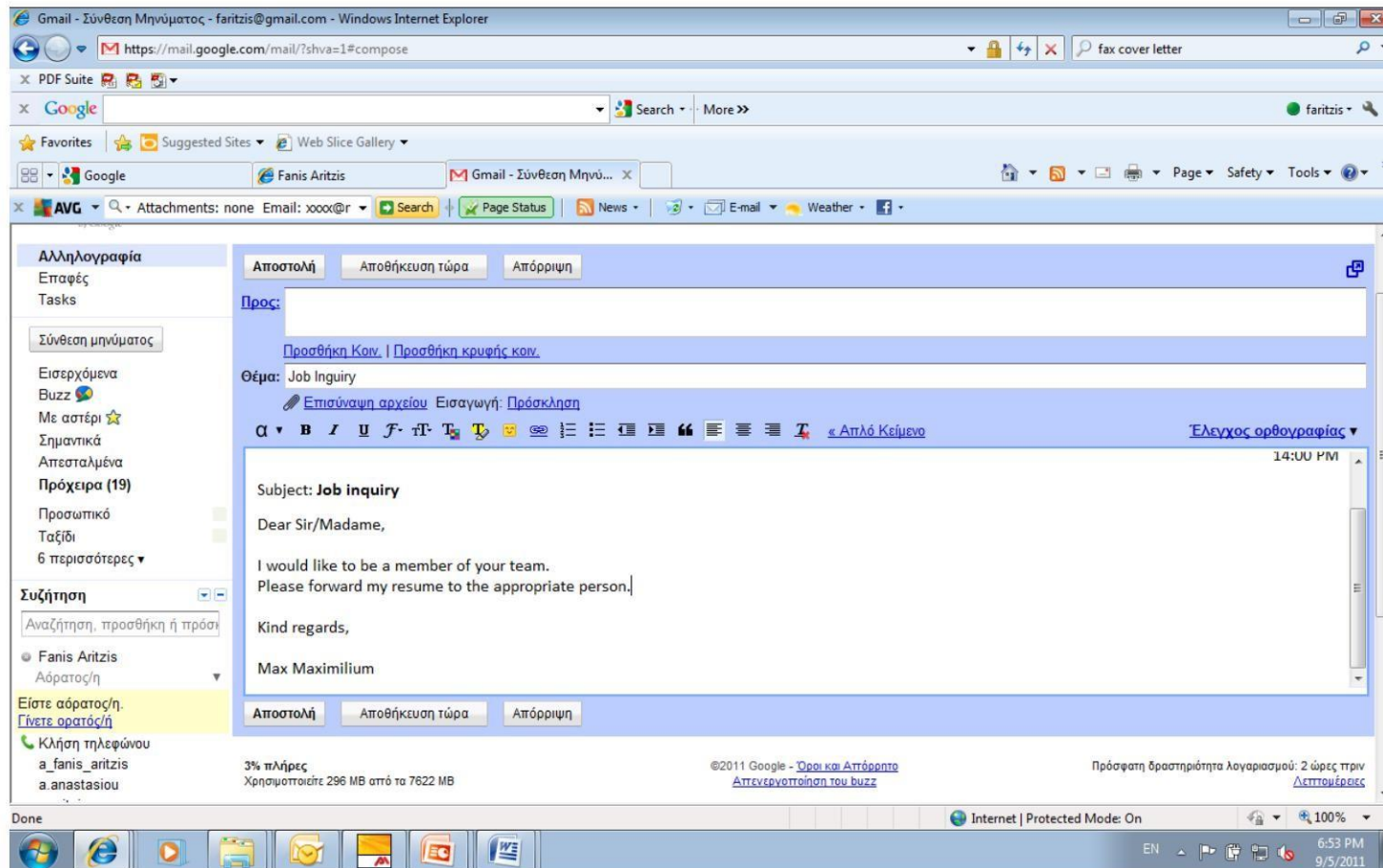
SALESPERSON	P.O. NUMBER	SHIP DATE	SHIP VIA	F.O.B. POINT	TERMS
Chris Huffman					Due on receipt

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



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

Algunos documentos – 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			

Algunos documentos - Recibo



EDITC

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 Receiver

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

Algunos documentos - Nota de crédito

New Purchase Credit Note

Edit purchase credit note details below

Supplier: Document Type:

Purchase Credit Note

ID:
Supplier Credit No:
Date:

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

Comment:

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

VAT Treatment: Paid Today:
Journal Memo: Balance:

Algunos documentos – Carta de porte



<i>Your Logo Here</i>		Your address, January 12, 2004	
		Your city,, 1:23 PM	
		905-640-1011 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	☐	Same day delivery
<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		☐	Rush 2Hr svc
		☒	Overnite Service
		☐	Basic service
		☐	Next day svc
		☒	Return
		☐	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 listing 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 merit an interview—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.



Algunos documentos - Formulario de solicitud de permiso



Title *	Hospital Appointment
Location	
Start Time *	7/9/2010 
End Time *	7/9/2010 
Notes	A AI B I U          Hi Ryan, The hospital have called to say that they have had a cancellation and can see me on Friday morning. I know this is very short notice, but I will have to wait 2 months if I don't take this  
All Day Event	☒ Make this an all-day activity that doesn't start or end at a specific hour.
Recurrence	☐ Make this a repeating event.
Workspace	☐ Use a Meeting Workspace to organize attendees, agendas, documents, minutes, and other details for this event.
Authorized By *	<u>Ryan Wheeler</u>   
Requested By *	<u>Clare Stone</u>   
Reason	Medical Appointment ▼
# Days Absence *	1.0

Created at 7/7/2010 3:54 PM by Clare Stone
Last modified at 7/16/2010 5:42 PM by Clare Stone

OK Cancel

Algunos documentos – Nómina



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
Tax Subs		954.13	National Ins.	326.68
				Gross Pay
				4,280.81
				Tax.Gross
				4,280.81
				Tax Paid
				954.13
				Earn For NI
				4,280.81
				Nat Ins ER
				489.96
				Nat Ins EE
				326.68
				K Not Coll.
				Pension EE
				0.00
			TOTAL DEDUCTIONS	£1,280.81
TOTAL PAY	£4,280.81	NET PAY	£3,000.00	PAY RECEIVABLE
				£3,000.00

- Trabaja en la oficina de admisiones de la Universidad de Chipre.
 - El Sr. Stephanakis envía este certificado para su aprobación con el fin de participar en un programa de MBA
 - ¿Lo considera usted como candidato?
 - ¿Qué necesitas comprobar?



- ¡Cada documento debe tener un número de identificación único!



 **EDITC**
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. 12078110Y
Company Registration Number: 76110

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

Entradas – Datos del cliente

- La mayoría de los documentos comerciales se refieren a clientes, ¡quienes deben ser identificados!



 **EDIT-C**
EDUCATION & INFORMATION TECHNOLOGY CENTRE

Receipt No 7268

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The sum of:	One hundred eighty-four	Euros and	
zero	cents	Amount:	€ 184.00
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25/08/2011
Date

Maria Papastephanou
The Recipient

EDITC LIMITED
Signature and Stamp

Company Details
EDITC Ltd,
Tax ID: No. 12075110V
Company Registration Number: 76110

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

Entradas – IVA, total

Microsoft Excel - Invoice Detailed-Manxsys Financial1

File Edit View Insert Format Tools Data Window Help

Type a question for help

H64

CH Gourmet Gifts

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

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

1. Fecha/Hora/Lugar 2.

Remitente

3. Sellos 4.

Firmas 5. Asunto

6. Plazos y

fechas de caducidad 7. Cuestiones de

confidencialidad 8. Según el

tipo de documento

- A. Números (por ejemplo, número de factura o número de nota de crédito)
- B. Datos del cliente (en caso de facturas o notas de crédito)
- C. etc



Actualmente estás trabajando en el departamento de RRHH de una empresa.

Acaba de contratar a un nuevo empleado y éste le ha enviado su contrato de trabajo junto con copias de certificados.

¿Cómo comprobarías los documentos?



- Desarrollar plantillas de acuerdo a los requisitos de cada tipo de documento, teniendo también en cuenta el contexto de cada uno de ellos

- En todos los casos, incluya en su lista de verificación:
 - Los números, fechas y horas son correctos.
 - Los nombres son correctos
 - La presentación (por ejemplo, encabezados, pies de página, plantillas, contenidos, tablas) son apropiadas y actualizadas.
 - Realizar una revisión ortográfica y gramatical
 - El contenido es claro





Identificar errores

e-EUPA_LO_2.5_M_001

Pregunta de revisión 1

Enumere y describa el uso de diferentes tipos de documentos comerciales.

Pregunta de revisión 2

Explicar las entradas de los documentos comerciales.

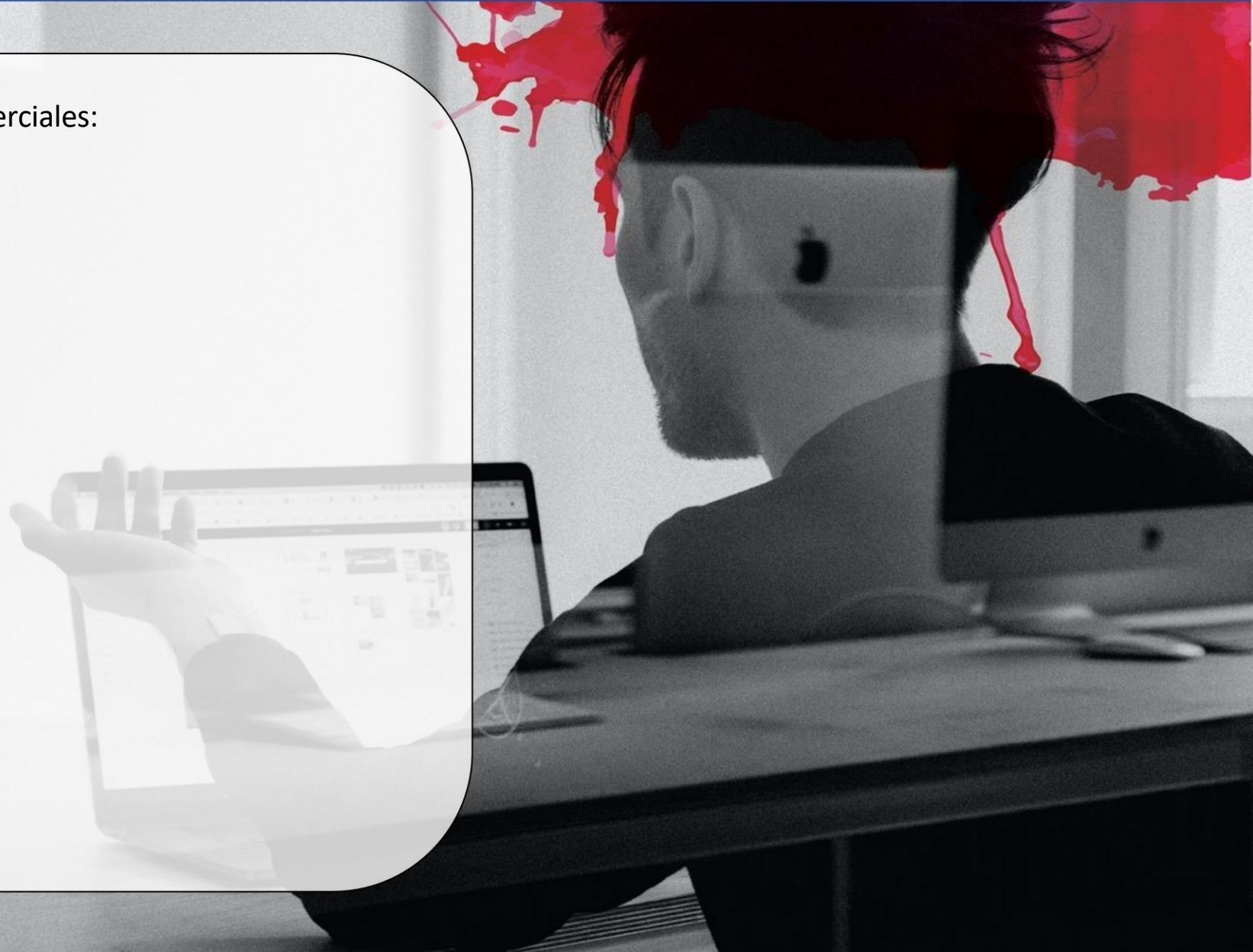
Pregunta de revisión 3

Describa un método que utilizaría para comprobar la exactitud del documento comercial y certificar que es correcto.

Puntos clave del módulo

Principales tipos de documentos comerciales:

- Listas de precios
- Cotizaciones
- Pedidos
- Facturas
- Correos electrónicos
- Estados de cuenta
- Recibos
- Nóminas
- Inventario
- Tarjeta de control de stock
- Nota de crédito
- Nota de débito



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- Realice una revisión ortográfica y gramatical
- El contenido es claro

BIEN HECHO



Has completado la Unidad 2.5



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