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## Unit Details



WA 04: Filling System Documentation and Databases

**UNIT 2.5 Interpret routine business documents** 

LO2.9: Demonstrate the ability to prepare, interpret and check entries of routine business documents.

# ISO, Control Factors and Business Documents e e eu control Personnel





- Usually, companies use templates for business documents to ensure that all information is provided.
  - In case of ISO systems, these documents are also part of the system and have their own code.

## Example of Business Documents



- Pricelists
- Quotations
- Orders
- Invoices
- Emails
- Account Statements
- Receipts
- Payslips
- Inventory
- Stock Control Card
- Credit Note
- Debit Note



## Some documents - Quotation



#### **Sales Quotation Template**

#### <<Company Name>>

<<Address Line 1>>

<<Address Line2>>

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

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

<<Email Address>><<Website>>

November 2, 2010



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

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

We are pleased to quote you the following:

ltem	Quantity	Description	Unit Price	Delivery Date
1				
2				
3	2			
4				
5	A			
6				
7	3			
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** 



## Some documents - Order form

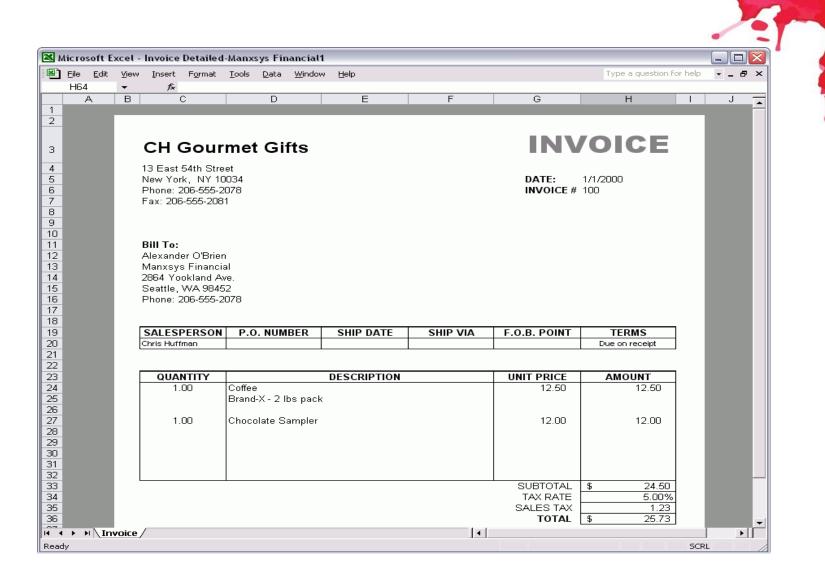


		r Form
Please Photocop print it off our w	y this form or reques ebsite ( motor-factor	t one with your next order ( RefForm21a) or s . com) and use it to fax or request an order.
Contact Name :		Date :
Company Name	:	Page: of
Delivery Address	i:	Order Number :
		Postcode :



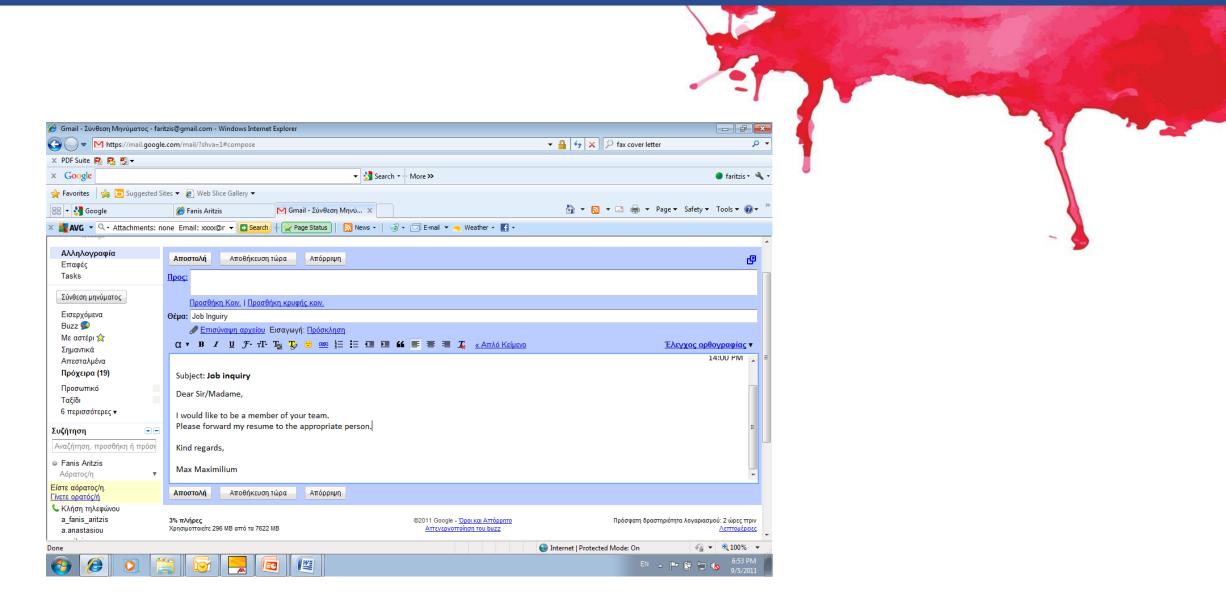
### Some documents - Invoice





### Some documents - Email





## Some documents – Account statement



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

	Notes	<b>2015</b> \$'000	<b>2014</b> \$'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



## Some documents – Inventory



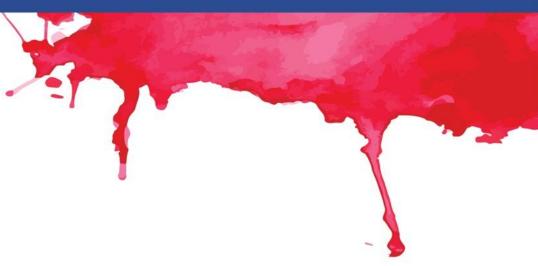
Onions, Red	Yogurt	
Onions, White	Zucchini	
Onions, Yellow		
Orange Juice		
Oranges		
Peaches		
Pears		-
Pepperoni		
Peppers, Green Bell		
Peppers, Orange Bell		
Peppers, Red Bell		
Peppers, Yellow Bell		
Plums		
Potatoes, Red		*
Potatoes, Russet		
Potatoes, White		



## Some documents - Receipt

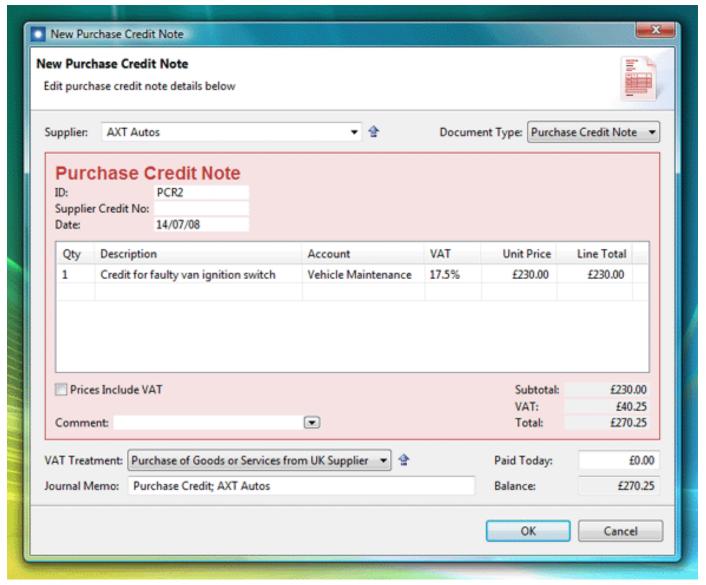


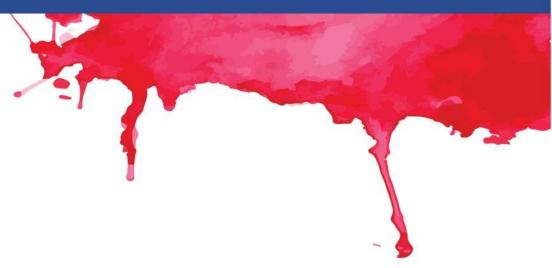




### Some documents - Credit note







## Some documents – Waybill



Your Logo Here			Your address, Your city, , 905-640-1011			January 12, 2004 1:23 PM <b>8550</b>		
		ТО						
Name Widget De: Address Suite 1203 Contact Bob D. Phone 905-640-1011	sign Corp. 2245 Commerce Drive	Name Widget Manufacturing Group Address Unit 107 952 Industrial Road Attn John Phone 105-123-4567						
Reference/charge to	WDC-Project A27-B		Same day	delivery		Dr 4 Hr swc		
Comments & Description Fragile. (New samples) 3 small boxes. Please return old samples promptly.			Rush 2Hr svc Basic service		X	Next day svc		
Pickup:after 2:00PM Today Deliver:by 10:30AM Wed			X Return Wt: 25 Lbs			Van requested Pcs/vol: 3		
	Wt: 25 Los							
Sent by Bob D.	WDC	002 Rece	ived by					
Signed:			Signed: *** No Signature Required ***			quired ***		



### Some documents - CV



#### Job Seeker's First and Last Name

Street Address, City, Postal, Code, Country + Talaphone Number + Email Address

#### PROFESSIONAL SUBBIARY AND OBJECTIVE

Your professional currency is your persuasive sales pitch that introduces you'to potential employers and allows them to place you in contest based on that thong needs. Compose those to the sentences trating your key capabilities and unique expensions, with an amphasis on results. This section focuses on a commence of head and self-skills. The error qualifications to the tops of position you've operand.

#### EVERTAL ENGINEER

#### Most Recent Job Title, Employer City, State

(Moreth Trear to Moreth 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 build points. Focus on the results of your actions, not your year-negative building. Include and adultity build-words and targette numbers to support your repetitions. The eye is desen to fagures, especially on a sales resource.
- Focus on leadership roles and demonstrate how you've found solutions to challenges.
- Stat every build with an impressive action word, and you words throughout your recurse.
- Avoid fancy forth.

#### Previous Job Title, Employer City, State

(Month Year to Month Year)

- Keep position summaries short and relevant. A potential employer is occaning your resume to see if you ment an inter view-vilear and concine is ideal.
- Durif by to include your whole life story. Outline your most important and impressive accomplishments, not a complete many 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, Employee City, State

(Month Year to Month Year)

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

#### DERIVER THOSE

MSA, University Most recent degree goes on topic

6A, College, 2002 (Date in optional, but usually included expecially if it's recent):

- GPA only if it is above 3.5. Honors Received (a.g. magna cum laude or Dean's Lint).
- 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 perfocular job or are unique about you.
- (Note: if you've in a technology field, this section should appear at the top under professional summers)
- You can expand this section when profing your resume online to increase the number of keywords.

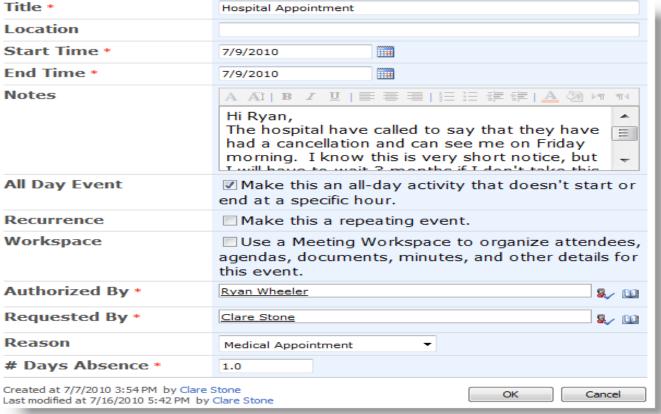
#### MEMBERSHIPS AFFILIATIONS

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



## Some documents - Request for leave form







## Some documents – Payslip





the art of software.

Pay Statement

PAYEsoft inc

000001	Mr P Gransdei	1		06/04/2008	EX PA1	г		1
Developme	ent			ZX123456A	Α	Exac	ct 543L	Monthly
PAYMEN Basic Pay Tax Subs	TS HOURS	RATE		DEDUCTION: PAYE Tax National Ins.	S	954.13 326.68	CUMULATIVE TOTS Gross Pay Tax.Gross Tax Paid Earn For NI Nat Ins ER Nat Ins EE  K Not Coll. Pension EE	4,280.81 4,280.81 954.13 4,280.81 489.96 326.68
				TOTAL DEDUCTI	ONS	£1,280.81		
	TOTAL	- PAY	£4,280.81	NET PAY		£3,000.00	PAY RECEIVABLE	£3,000.00

### Some documents – A Certificate



- You work at the admission's office for the University of Cyprus.
  - Mr. Stephanakis sends this certificate for approval in order to participate in an MBA programme
    - Do you consider him as an applicant?
      - What do you need to check?



### Entries – Document numbers



• Each document must have a unique identification number!



### Entries – Customer details

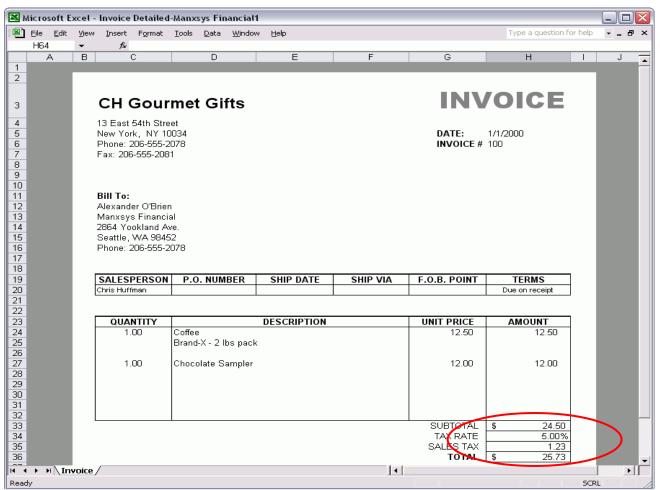


 Most business documents refer to customers, who must be identified!



## Entries – VAT, total





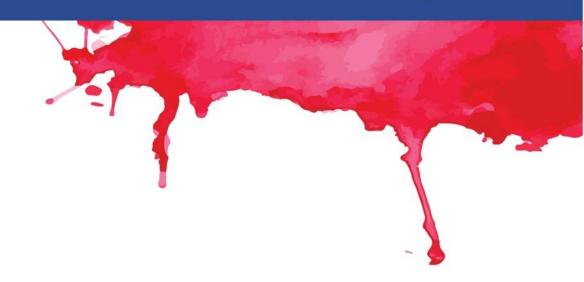


## Other key points to check on a document





- 2. Sender
- 3. Stamps
- 4. Signatures
- 5. Subject
- 6. Deadlines and expiry dates
- 7. Confidentiality issues
- 8. Depending on the type of the document
  - A. Numbers (e.g invoice n. or credit note numbers)
  - B. Customer details (in case of invoices or credit notes)
  - C. etc



### Written exercise



You are currently working at the HR department of a company.

You have just hired a new employee and he has sent to you his employment contract together with copies of certificates.

How would you check the documents?



## Checking the accuracy...



 Develop templates according to the requirements of each type of document, taking also into consideration the context of each of them



- Numbers, dates, times are correct
- Names are correct
- Presentation (e.g., headers, footers, templates, contents, tables) are appropriate and updated
- Conduct a spelling and grammar check
- Content is clear
- ETC.





# Methodological Tool I







### **Identify Mistakes**

E-EUPA\_LO\_2.5\_M\_001

## Revision Questions



### **Revision Question 1**

List and describe use of different types of business documents.

Revision Question 2
Explain entries of business

documents.

### **Revision Question 3**

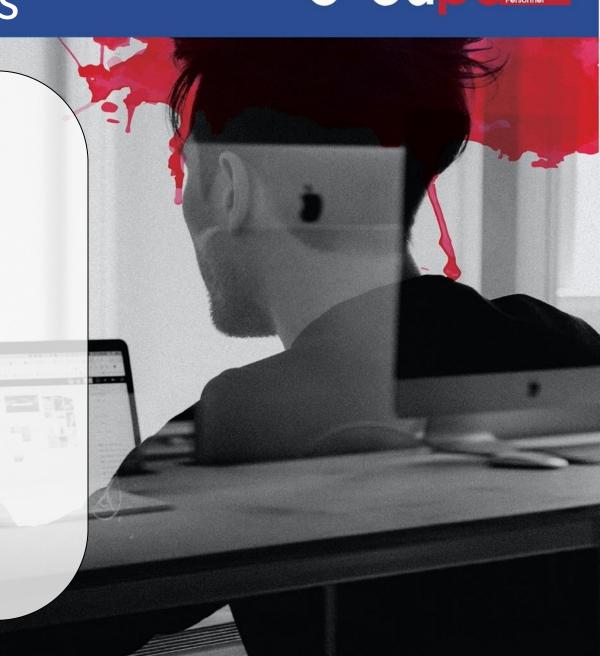
Describe a method you would use to check the accuracy of the business document and to certify that it is correct.

# Module Key points



### Main types of business documents:

- Pricelists
- Quotations
- Orders
- Invoices
- Emails
- Account Statements
- Receipts
- Payslips
- Inventory
- Stock Control Card
- Credit Note
- Debit Note



# Module Key points



In all cases, include in your checklist: Numbers, dates, times are correct Names are correct Presentation (e.g. headers, footers, templates, contents, tables) are appropriate and updated Conduct a spelling and grammar check Content is clear ETC.





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