



Work Area 5 Filing System Documentation and Databases

2.10 INTERPET ROUTINE BUSINESS DOCUMENTS

- LO017: Demonstrate the ability to prepare, interpret and check entries of routine business documents.



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Work Area Code:	5
Work area title:	Filing System Documentation and Databases
Unit Code:	2.10
Unit Title:	INTERPET ROUTINE BUSINESS DOCUMENTS
Learning Outcomes Nos:	LO017
Learning Outcomes titles:	<ul style="list-style-type: none"> Demonstrate the ability to prepare, interpret and check entries of routine business documents.
Recommended Duration:	2 hours
Trainer:	



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ISO, Control Factors and Business Documents

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



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Main Types of Business Documents

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



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Some documents - Quotation

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



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EUROPEAN PERSONAL ASSISTANT LEVEL 2

Order Form

Please Photocopy this form or request one with your next order (Ref...Form21a) or print it off our website (motor-factors . com) and use it to fax or request an order.

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

Part Number	Quantity	Description (not essential)

Fax Order to 01902 851016



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Some documents - Invoice

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

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

Ready Invoice SCRL

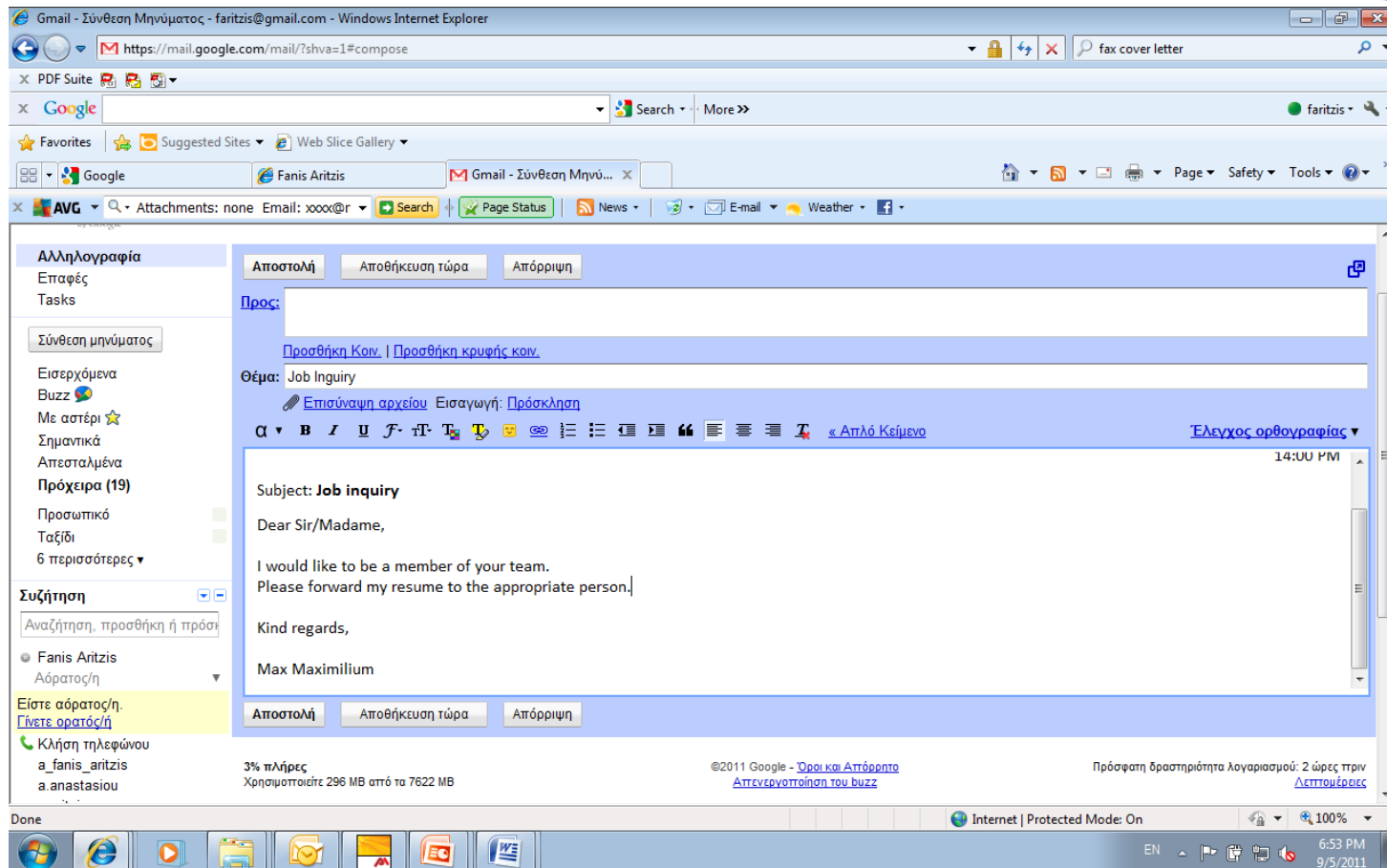


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Some documents - Email



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Some documents – Account statement

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



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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			




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Some documents - Receipt

 **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



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Some documents - Credit note

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

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

Comment:

VAT Treatment: Paid Today:
Journal Memo: Balance:



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Some documents – Way bill

<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		
<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		Same day delivery	Dr 4 Hr svc
		Rush 2Hr svc	<input checked="" type="checkbox"/> Overnite Service
		Basic service	Next day svc
	<input checked="" type="checkbox"/> Return	Van requested	
	Wt: 25 Lbs	Pcs/vol: 3	
<u>Driver:</u>			
Sent by	Bob D.	WDC002	Received by
Signed:		Signed: *** No Signature Required ***	



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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 overview 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 learning rates 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 Summa Laude)
- 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.



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Some documents - Request for leave form

Title *	Hospital Appointment
Location	
Start Time *	7/9/2010
End Time *	7/9/2010
Notes	<div>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</div>
All Day Event	<input checked="" type="checkbox"/> Make this an all-day activity that doesn't start or end at a specific hour.
Recurrence	<input type="checkbox"/> Make this a repeating event.
Workspace	<input type="checkbox"/> Use a Meeting Workspace to organize attendees, agendas, documents, minutes, and other details for this event.
Authorized By *	Ryan Wheeler
Requested By *	Clare Stone
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



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the art of software.

PAYEsoft inc



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eūpa
next

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?



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Entries – Document numbers

- Each document must have a unique identification number!

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



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- Most business documents refer to customers, who have to be identified!

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Date

Maria Papastefanou
The Recipient

EDITC LIMITED
Signature and Stamp

Company Details
EditC Ltd,
Tax ID: No. 12076110Y
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16 Invrou street, 1055 Nicosia, Tel: 22466633, Fax: 22466635,
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Visit Us at www.editc.com



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Entries – VAT, total

Microsoft Excel - Invoice Detailed-Manxsys Financial1

File Edit View Insert Format Tools Data Window 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

Ready

Invoice

SCRL



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Other key points to check on a document

1. Date/ Time/ Place
2. Sender
3. Stamps
4. Signatures
5. Subject
6. Deadlines and expiry dates
7. Confidentiality issues
8. Depending on the type of the document
 1. Numbers (e.g invoice no. or credit note numbers)
 2. Customer details (in case of invoices or credit notes)
 3. etc



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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?



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



Identify Mistakes

EUPANEXT_LO_017_M_001



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- Main types of business documents:
 - Pricelists
 - Quotations
 - Orders
 - Invoices
 - Emails
 - Account Statements
 - Receipts
 - Payslips
 - Inventory
 - Stock Control Card
 - Credit Note
 - Debit Note
- In all cases, include in your checklist:
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- List and describe use of different types of business documents
- Explain entries of business documents
- Describe a method you would use to check the accuracy of the business document and to certify that it is correct



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Well Done!

You have completed this unit



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