Accounting and Finance Level-II

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Version II

Module Title: - Produce, Record & Maintain Business Documents

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Acronomy

Table of Contents

INTRODUCTION TO MODULE

This module covers the performance outcomes, skills and knowledge required to maintain the records, design and produce various business documents, record systems and publications in good order on a day to day basis.

This Information Pamphlet is designed primarily to assist small businesses in preparing and keeping their records. The guidelines explain the minimum records required to be kept. After reading these guidelines you will be in a better position to gauge the nature of the records you need to maintain to satisfy your record keeping obligations and provide you with an accurate picture of your financial affairs.

This module covers the units:

- Selecting and prepare resources
- Designing document
- Producing document
- Finalizing document
- Collating business records
- Updating business or records system
- Preparing reports from the business or records system

Learning Objective of the Module

- Select and use resources
- Perform Design document
- Apply Produce document
- Examine Finalize document
- Record business
- records update business system
- Prepare business reports from

Unit one : Select and prépare ressourcés

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Selecting and using technology and software applications
- Producing business documents
- Selecting layout and style of publication
- Ensuring document design
- Discussing and clarifying format and style

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Select use technology and software applications
- Produce business documents
- Select layout and style of publication
- Ensure document design
- Discuss and clarifying format and style

1.1. Selecting and using technology and software applications

In order to select the right technology and software to complete a task, it is important to understand the functions of each piece of technology and each type of software. When starting a new job or when a new piece of equipment is purchased, staff should be trained in the main functions of the equipment: how to operate the equipment; Occupational Health and Safety issues; routine maintenance; and the procedures for reporting major faults.

The following sections discus s technology commonly used in the workplace.

1.1.1. Selecting technology

Technology varies from organization to organization. All operators should receive training in the technology they need to use. Organizations should have training manuals specific to the equipment used. Before you can select the appropriate technology for your work, you need to understand how business technology functions.

Business Technology sets out a framework that brings these areas together, in the process strengthening and improving the business' ability to maximize your investments. In order to visualize the improvements brought only the integration of technologies, it is important to have a good understanding of the disruptive technologies available that can be used as tools of business process optimization and advancement.

Technology such as

- personal computers and Laptops
- printers
- scanners
- photocopiers

Application Software

Application software consists of programs that help users solve particular computing problems. Application software is designed to address the need of a particular organizational activity or function. As mentioned before, the primary function of application software is to apply the power of the computer to give users the ability to solve business and scientific problems. Many different languages can be used to develop application software, each having strengths and weaknesses.

Application software includes packaged software such as word processing, spreadsheet, database, and programming languages such as Basic, and other commercial and custom software.

- Email, internet
- Word processing
- Spreadsheet,
- database,
- accounting or presentation packages

Types of Application Software

To solve a particular business requirement, a company can either develop its own software or purchase off-the-shelf software. It is also possible to modify some off-the-shelf software, to tailor it such that it satisfies business of the company.
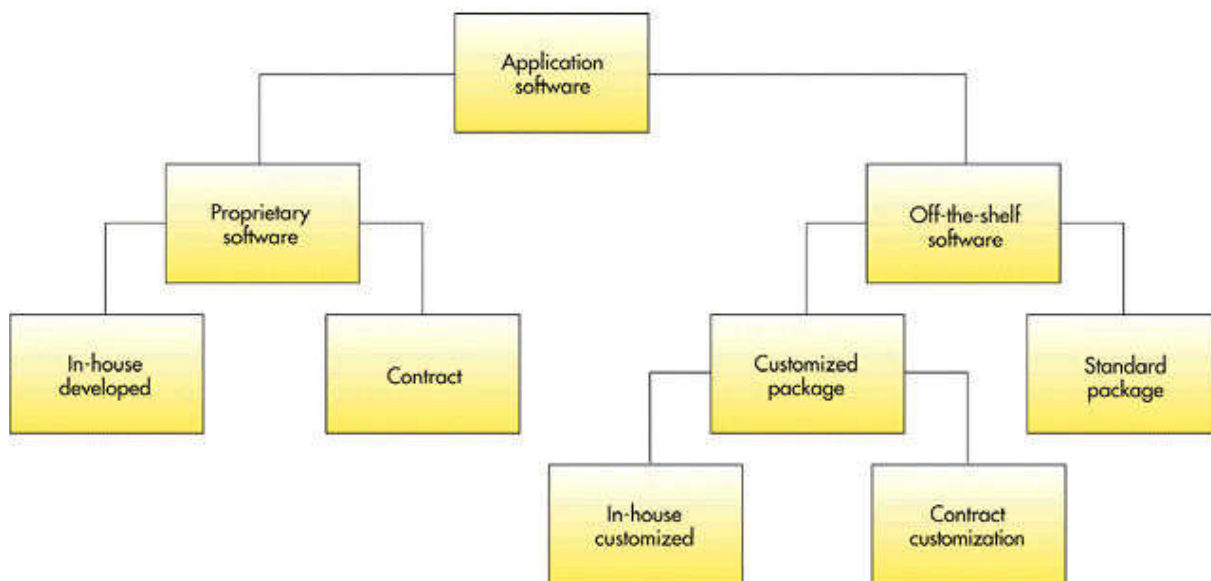
Personal computers and laptops

A computer is an electronic device for storing and processing information. A personal computer has a separate hard drive and monitor that are attached to other equipment such as a keyboard and mouse. A laptop is a small, portable computer that has its hard drive, screen and keyboard within the same piece of equipment. Personal computers are used in all organizations to carry out many different tasks. Organizational data is usually processed using a computer and different software applications. When you start work, you need to find out what kind of software your organization uses and request training if you don't know how to use it. Laptops are popular in the workplace as they are portable, lightweight and don't solely rely on a plug-in power supply (they have rechargeable batteries that last

for a certain amount of time). However, laptops have disadvantages. Their small size makes them easy to steal and, more importantly, they are not adjustable and, therefore; not as comfortable to use (ergonomic) as a personal computer.

Use Microsoft word 2016

In this module, Microsoft Word is a word processing tool for creating different types of documents that are used in organizations and school environments. The appearance of Microsoft Word 2016 is similar to Word 2010 and Word 2013, but with more enhanced features. It contains a customized Office Background that appears above the Ribbon, live access to your OneDrive account, an option to work in Read Mode, tab text that appears blue when active, a blue background for the status bar, and many more exciting new features. When you first launch Word, it opens with the Recent screen displayed. This screen enables you to create a new blank document or a document from a template. And when you exit a document and return later, Word 2016 resumes where you left off

Open Microsoft Word 2016

- On the Windows 10 desktop, click the Start button.
- Type MS word on search button
- Click on word 2016
- MS word will be displayed
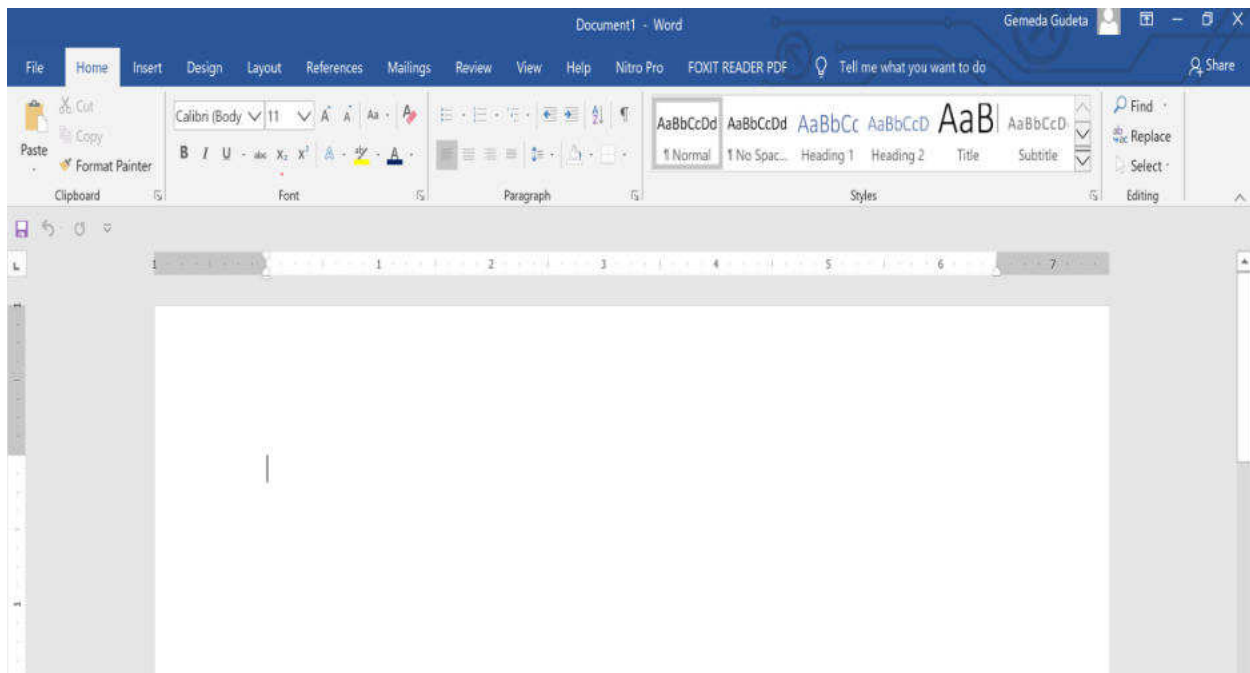
1.2. Production business documents

1.2.1. Creating Document

You can create a document from a blank page or use a template that is already formatted. When you start typing text at the insertion point in a blank document, you have begun to create a Word document. As you type, Word inserts the text to the left of the insertion point and uses the program's defaults for margins and line spacing. The margin defaults are set to one-inch top, bottom, left, and right margins; the line spacing is set to 1.08; and the spacing after each paragraph is set to 8 points. Word also has a number of tools and automatic features to make creating a document easier; including nonprinting characters, AutoComplete, and Word Wrap Entering document text is easy in Word. Word sets default margins and line -spacing measurements for newly created documents, and Word Wrap automatically wraps text to the next line as it reaches the right margin. To separate paragraphs and create blank lines, press Enter. In this lesson, you create a letter using the Block Style format with mixed punctuation. Be sure to type the document text exactly as shown in the steps that follow—in a later lesson, you learn to format the document. When sending professional correspondence to customers, it is good business practice to ensure the document is in an acceptable format and error free. The Block Style letter format has open or mixed punctuation and is common to many business documents. Block Style format aligns text along the left margin, including the date, inside address, salutation, body of the letter, closing, and signature. Open punctuation requires no punctuation after the salutation or the closing, whereas mixed punctuation requires a colon after the salutation and a comma after the closing.

Document Design refers to the layout-and design considerations of certain types of documents and incorporates visual rhetoric as a means to provide persuasive information. The visual rhetoric and the layout and design considerations often include bringing together text and illustrations. Among the many types of documents that use visual rhetoric with layout and design are flyers, brochures, newsletters, PowerPoint, poster boards, bulletin boards, web pages, blogs, and social networks. The chief purposes of documents that use visual rhetoric and document design are to provide easy and quick access to information.

Production business documents :-Records which pertain to the origin, development, activities, and accomplishments of the Organization. These generally fall into two categories:

- policy records

- Operational records.

Policy Records:

Records that relate to the organization such as:-plans, methods, techniques, or Rules which the organization has adopted to carry out its responsibilities and functions. These include three basic categories.

- **Organizational Documents:** budget planning and budgets records, fiscal records, organizational and functional charts of organization.

- **Governing Documents:** manuals, directives, orders, and interpretations issued from top authority levels, correspondence files of high-level officials, regulations, circulars, instructions, memoranda or regular issuances that establish a course of action, and staff studies or special reports relating to methods of workloads and performances.

- **Reporting Documents:** Daly report, monthly report, quarterly report, semiannual report, annual reports, periodic progress or summary reports, special reports or accomplishment, transcripts of hearings, minutes of meetings and conferences, and organization histories.

Operational Records:

Records necessary to implement administrative policies, procedures, and operations. The operational value is the usefulness of a record in the conduct of an organization's business. Examples include mandates, procedural records, or records that give direction.

Legal Records

Records of legal value include those with evidence of legally enforceable rights or obligations of the State. These may include:

- Records relating to property rights: land, probate, contracts, agreements, leases, licenses.

- Records relating to employment: veterans' records involving legal rights attached to employment, basic state personnel records, and, in some cases, payroll records.

- Records containing information required to protect the State against claims or to enforce statutes: executive orders, rules, regulations

Fiscal Records

Records that have fiscal value relate to an agency's financial transactions. These may be budgets, payrolls, vouchers, and accounting records. After records have served their primary administrative

purpose, it may be necessary to preserve them to document the expenditure of public monies and to account for them for audit purposes and requirements.

Historical Records

Records worthy of permanent preservation for reference and research purposes are selected for deposit in the state Archives at the Connecticut State Library. These records are retained for many uses. Public officials use archival records to protect the government, to give consistency and continuity to their actions, to prevent duplication of efforts, and to find successful ways for solving recurrent problems. Records are also kept to protect citizens' legal rights and for research in many fields to advance general knowledge and understanding.

Record Formats in the organization includes;

- Hand written and electronically based reporting styles
- Use of organization's information system
- Employee log books
- Letters, plans and reports

Example produces two-column account: on ms-word

First step – click insert, Table click, Insert table, Click number of columns 12, Click number of row 8 clicks ok

Second step-write in each column

Bold –click on bar **B**

Ctrl+shift+F-Font size-12 and Font style

Account   Account number

Date		Item	P.R	Debit		Date	Item		P.R	Credit	
Nov.2022	1			15,000	00						
	5			13,000	00					2,000	
	8			18,000	00						
	10			25,500						5,500	

Click the Blank document icon to create a new document file. The Ribbon is located at the top of the Word screen. In your newly opened document, the Home tab is the default tab on the Ribbon, as shown in Figure Note how the Ribbon is divided into groups: Clipboard, Font, Paragraph, Styles, and Editing.
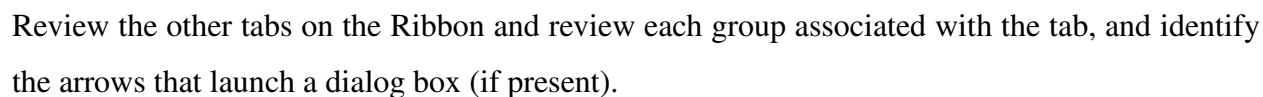
Review the other tabs on the Ribbon and review each group associated with the tab, and identify the arrows that launch a dialog box (if present).

- **Click the Layout** tab to make it the active tab. Notice that the groups of commands change. The Layout tab contains three groups: **Page Setup, Paragraph, and Arrange**. Notice that in the Page Setup and Paragraph group a small arrow appears in the lower right corner.

- **Clicking on the arrow opens** the dialog box with more options to select or complete a command.

- **Click the Home tab**.

- **Click the dialog box** launcher in the lower-right corner of the Font group. The Font dialog box, as appears. The Font dialog box contains two tabs with the Font tab being the active tab.

- There are many options to select within the **Font dialog box**. You can click Cancel if you want to close the dialog box. We'll continue without clicking Cancel.

- **Click the drop-down** arrow on the Font command box in the Font group to produce a menu of available fonts Click the arrow again to close the menu.

- **Double-click** the Home tab.

- **Notice that the command** groups are now hidden, to give you more screen space to work on your document.

- **Double-click** Home again to redisplay the groups.
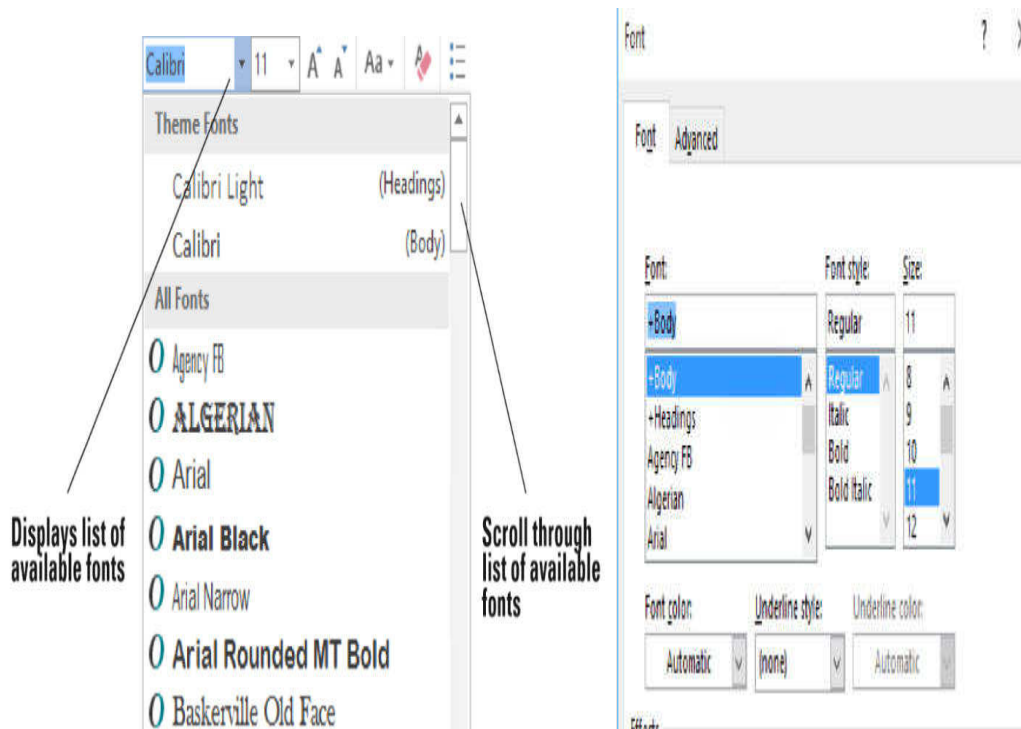
Monitor

The monitor is your computer's screen. It looks very similar to a television, but doesn't have a TV tuner built in to it.

Most modern computers have LCD (liquid crystal display) monitors because they are much slimmer and lighter than the older CRT (cathode ray tube) monitors, but both can give excellent results.

Mouse

A mouse is a pointing device used to select and move items on your computer screen. It's called a mouse because it looks like one, with an oval body and a tail-like connecting wire, although many newer models are wireless.

A mouse usually has two or more buttons with a wheel in between them, which allows you to scroll through pages of information.

The mouse controls the cursor.

A cursor or pointer is a symbol that appears on the screen that lets you select objects or text and moves as you move your mouse or other pointing device.

When you're pointing at objects on the screen like files or folders, the cursor looks like a small arrow head:

When you're working with text, the pointer looks like an I-beam:

When you're hovering over a button or link that you can click on, the cursor changes into a pointing finger:

Keyboard

A keyboard is used to type text on your computer. Like the keyboard on a typewriter, it has keys for letters and numbers. It also has navigation that helps you move around the screen and several keys that perform special functions.

Printer

A printer prints text and images from your computer screen onto paper. The two main types of printers are inkjet printers and laser printers.

Inkjet printers are the most popular printers for the home because they are cheap to buy. They can print in full colour and can produce high-quality photographs especially when used with special paper. However, they can have quite high running costs, and are therefore not usually suitable for high volumes of printing.

Excel menu short-cut menu.

Click the menu item Minimize the Ribbon. If the Ribbon was visible before,

it is now hidden. If the Ribbon was hidden, it is now visible.

Ensure the Ribbon is visible, as shown in If it is hidden, use the

Above method to reveal it.

The Excel window contains a grid, toolbars, and sheet tabs as shown in Figure 5.2.
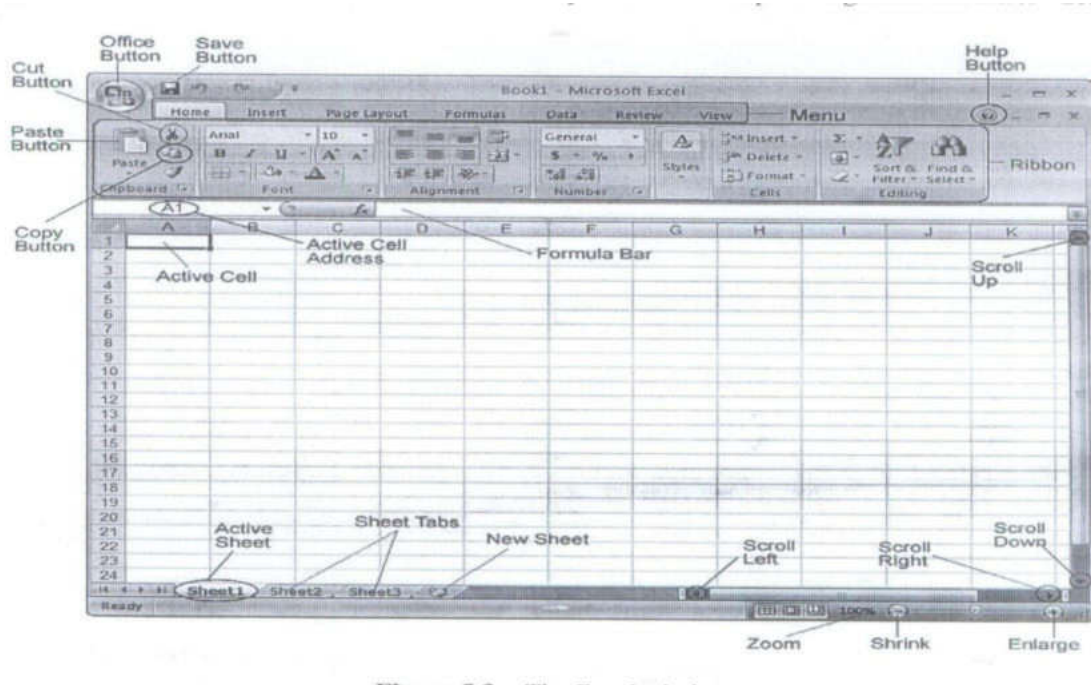
The available worksheet area is quite large. The rectangular areas are called **cells**. There are

1,048,576 rows and 16,384 columns of cells available in each sheet. We will use only part of one

Sheet. Let's scroll to get a sense of the size of the work area.

.

Produce and Recording information means the information added to a document at the time such document is recorded, including but not limited to, the date and time of receipt of such document for recording, the name and municipality of the recording officer, and the book and page of such document or other suitable indication of its location.

Contents of recording forms/reports are ensured to be complete, accurate, concise, legible, understandable and in the correct format.

Recording is to write (something) down so that it can be used or seen again in the future; to produce a record of (something).

1.3.Selecting layout and style of publication

Word provides predefined styles for formatting documents instantly with a number of character and paragraph attributes. You can make modifications to existing styles, or create new styles and place them in the Styles gallery on the Home tab, in the current document, or in a template. In this exercise, you learn to apply a style and to modify an existing style.

The Styles pane lists the same styles displayed in the Styles gallery. When you point to a style in the list, a ScreenTip displays the style's properties. There are two types of styles: paragraph styles and character styles. Styles created for paragraphs are marked in the Styles pane by a paragraph mark to the right of the style name. When you select a paragraph style, the format is applied instantly to all text in the paragraph where the insertion point is located, whether or not that text is selected.

There are two types of styles: **paragraph styles** and **character styles**. Styles created for paragraphs are marked in the Styles pane by a paragraph mark to the right of the style name. When you select a **paragraph style**, the format is applied instantly to all text in the paragraph where the insertion point is located, whether or not that text is selected. **Character styles** are applied to individual characters or words that you select. In the Styles pane, character styles have a lowercase letter a beside them.

Layout and style of publication are selected according to information and organizational requirements .The Layout tab contains groups of commands that control the layout of an entire document or sections of a document. Commands in the Page Setup group enable you to set margins, change the document's page orientation, and adjust the paper size. Columns enable you to split a document into two or more columns. Inserting section breaks into a document enables you to change the page setup for part of a document without affecting the rest. The Show Line Numbers commands enable you to reference specific lines in your document. The Hyphenation command provides options to hyphenate words in a document automatically or manually, and the nonbearing space wraps text to the next line to avoid awkward breaks at the right margin. In the Paragraph group, Word contains features that control how a paragraph breaks within a document and between pages. You control the pagination in a document by preventing awkward breaks called widows and orphans, keeping text together, keeping lines together, and determining where page breaks will occur. You can also manage the text flow in the document by creating multiple columns, customizing the column settings, and inserting column breaks in the Page Setup group. Although most of the commands you use to control the layout of a document are found on the Layout tab, there are a few other commands you might find helpful on the Insert tab in the Pages group. See figure blow the layout.

Saving and closing files

Saving a document allows you to name it and store it. Documents are usually saved into folders. When you create a document you will be prompted to name and save it before you close it. If you don't save it there is a chance that all the data you have entered will not be available for future use.

Understand how to use equipment in a way that minimizes waste

All businesses can take action to reduce the amount of waste they produce as waste costs the business money to dispose of (more waste equals less profit) and it ultimately harms the environment.

Examples of waste when using office equipment

Printer waste

Next to your printer at work, you are likely to find a waste paper box. This is because printers at wor Printers

Printer settings specify information about how a document is going to be printed and which printer to use (if there is more than one available).

These can include:

- the cartridge type
- the layout
- the number of copies
- the orientation
- The paper size. Generate a lot of waste paper.

Photocopier waste

Similarly, photocopiers also generate large amounts of paper waste. Waste can occur for a variety of reasons. For example, users may:

- place the original paper to be copied on to the glass the wrong way round
- forget to set the size of printout to A3 instead of the default A4
- Select 100 copies instead of 10 and only realize after they have seen the first 50 sheets come flying out of the copier.

Computer waste

Computers at work are a large drain on electricity, which is a huge waste if they are left on when they are not being used. Wasted power means additional costs to the business – this is money which could be better channelled into worthwhile investments which will provide a return (give something back) to the business. Wasted power also means increased carbon emissions into the atmosphere – which is bad for our planet.

Reducing waste paper

You can reduce waste paper by limiting the quantity of paper loaded into printers and copiers to the amount that will be used each day. Paper left in the machines for longer than this tends to become damp and is often thrown away.

Probably the single largest source of waste paper results from user error, where the job has not been set up correctly before running it. Before printing or copying jobs that require more than five sheets of paper, you should print a test page to check the settings are correct.

Another way to reduce waste is only to print or copy essential items. Remember, most emails do not need to be printed.

Reducing waste ink and toner

Ink and toner are used up each time you print or photocopy a document. Therefore, only print and copy essential documents.

Reducing waste electricity

Electricity is being used up all the time any electrical equipment is turned on. Leaving equipment running when nobody is using it, especially overnight, is wasteful. Many types of electrical equipment have power-saving modes which can be set to activate as soon as a machine is idle for any length of time. Computer monitors should always be turned off at the end of the day as they use a large amount of energy.

The purpose of minimizing waste

We are currently producing too much waste, and need to take urgent steps to reduce this, either by cutting down on what we use or recycling whatever we can, not just at work but in every area of our lives. Much of our waste ends up in landfill sites – huge a hole in the ground into which rubbish is tipped. As the waste breaks down, it gives off carbon emissions, which are bad for the environment. It also costs money to dispose of waste. The government has imposed a landfill tax to discourage the use of landfill, so the more we can cut down our waste; the less is left to go into landfill.

By reducing waste, a business can reduce its carbon footprint, which will help to decrease the negative impact that the business has on the environment

Organizational requirements and in a way which promotes a safe work environment

At work, you will come across and be expected to use a variety of different types of office equipment. Following manufacturers' instructions and organizational guidelines is an essential part of effective working and in this unit you will look at the reasons why you must always follow the correct procedures when operating equipment.

1.4. Ensuring document design

1.4.1. Record Equipment

Equipment Records means all records, logs, and other documents related to the Lessee's operation and maintenance of the Equipment.

An Equipment Record (ER) similar to a Customer Service Record (CSR) that's available in domestic porting. It's a document that holds all the information needed to get a port submitted and confirmed cleanly.

Recording equipment means any device used for the purpose of recording whether it be analogue, digital or other means of recording, including but not being limited to computers, cell phones, voice recorders and cameras.

Purchase invoices

A purchase invoice is created within an organization as a result of an order being raised and a tax invoice being received from a supplier. A purchase invoice (or purchase order) is the invoice that a supplier sends when they ship the items. It is generated from a computerized accounting system. The purchase invoice reflects the information contained in the tax invoice from the supplier.

Step-click start, click publisher, click insert, click shapes select graph,ok on

The following equipment's are used to record keeping

File cabinets

Equipment's need to supplies to preparing record

'Supply' is the flow of resources used to satisfy a demand, such as materials, labor, information and skills – from a supplier to a user or consumer. Equipment supply – for instance business sense – is the flow of equipment from a supplier aim of facilitating the work process; Examples , folders, Markers, ink, all types of paper, log books, stamps etc.

Importance of filing

Put simply, an effective filing system protects documents from possible loss or damage. In physical terms this means folders for separation and adequate filing cabinet infrastructure. Digitally this means backed up storage that is adequate in size for the files in question.

The purpose of filing is to locate filed documents easily. They are readily available for use as and when needed. Documents are needed for reference purposes. They are also needed to provide legal evidence in case of disputes.

Filing Procedures

There are 5 methods of filing:

- Filing by Subject/Category.
- Filing in Alphabetical order.
- Filing by Numbers/Numerical order.
- Filing by Places/Geographical order.
- Filing by Dates/Chronological order.

Effective File Management

- Avoid saving unnecessary documents.
- Follow a consistent method for naming your files and folders.

- Store related documents together, whatever their type.

1.5. Discussing and clarifying format and style

Records format

A recording format is a format for encoding data for storage on storage medium. The format can be container information such as sectors on a disk, or user/audience information (content) such as analog stereo audio.

Record form means inscribed on a tangible medium or stored in an electronic or other medium and retrievable in perceivable form.

Clarifying format and style Features of different types of office equipment Different pieces of office equipment serve different purposes and each will have different features. Let's begin by looking at what we mean by the term 'feature.' A feature of a piece of office equipment is a characteristic or something which it can do. For example, a feature of many printers in offices today is that they can:

- produce high volumes of printouts very quickly
- produce printouts in a choice of either black and white or colour
- produce double-sided printouts
- produce collated printouts
- Staple the finished printouts into ready-made sets.

Did you know that some printers can even produce an electronic PDF file of your documents and email them directly from the printer to your inbox?

Using different types of equipment for office tasks

The equipment that you select to do a particular job will depend on a variety of factors, for example:

- **The size of the document**. For example, it would not be practical, cost-effective or time-efficient to fax a 50-page document.
- **The amount of time which you have to complete the task**. If you are short of time, it is quicker (and cheaper) to email a document instead of printing and posting it.
- **Who the intended recipients of the document are**. If the finished document is for clients or important customers, it should be printed. Memos to staff, where quality of printing is not an issue, can be quickly photocopied.

- **Where a signature is required on a document**. In this case, scanning, faxing or posting are usually the best options.
- **The document is confidential**. In this case, faxing is not a suitable option.

Self check

Choose the correct answer from the alternative question

1. *Ergonomic requirements* may include:

A. avoiding radiation from computer screens

B. chair height, seat and back adjustment

C. document holder, footrest and lighting

D. keyboard and mouse position

E. noise minimization, posture and screen position

F. workstation height and layout

G. all of the above

2. One of the following is policies for paper usage developed by an organization.

    A.   recycling non-confidential waste paper in recycling bins

    B.   storing email messages in an electronic folder instead of printing them

    C.   reducing the volume of printing where possible

    D.   using recycled paper or paper from plantation timber for printed documents

    E.   using a recycling service to collect waste paper.

    F.   using both sides of the paper when photocopying

    G.   All of the above

3. To activate the cell you can do any of the following:

    A.   Double-click into the selected cell.

    B.   Press F2 on the keyboard.

    C.   Click into the formula bar of the selected cell and make the amend.

    D.   All of the above

4. *Automatic functions* may include:

A. auto date , auto correct and auto format

B. auto text and default settings

C. headers and footers

D. page numbering

E. styles

F. table headings

G. all of the above

5. ***Consistency of design and layout*** may include:

A. borders

B. bullet/number lists

C. captions

D. consistency with other business documents

E. page numbers

F. spacing

G. all of the above

Unit Two: Design document

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Opening and generating files and records
- Designing document
- Using a range of functions
- Operating input devices

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Open and generating files and records
- Design document
- Use a range of functions
- Operate input devices

2.1. Opening and generating files and records

Locate and press the **On/Power** button on your computer.

Wait for the computer to start up or 'boot up' – the monitor will display the booting up screen.

If there is an account on the computer that requires a username and password to be entered, this request will appear after the computer has booted up. Your facilitator will be able to provide the information necessary to log in.

Enter this information and click **log in** and your computer should be ready to use.

Wait until everything is loaded – until you see a screen with a background image and icons. It's important not to try to use any of the icons until the computer has finished starting up because that will make it take longer. The more applications and data on your computer, the longer it takes to boot up.

Once you have entered your name and password and clicked on the log in button a new screen will appear and you will see a number of small pictures/symbols called icons – this is called the desktop and these icons can be moved around using the mouse (manipulated) to suit your requirements.

Business structure and operations are determined and documented

Writing a Successful Business document

A business document provides a complete description of a business, explaining its products or services, marketing and sales strategies, the management team, operations and predictions of financial forecasts. In order to demonstrate the viability of the business idea, you should identify that the product or service has a definite market, outline the advantages in terms of competition, and appraise the costs and profit margins. The business document, therefore, enables a business idea to be taken from the initial conception stage towards a fully reasoned and realistic document of action.

Businesses that implement their business plan and keep it up-to-date are able to monitor their growth and are in a better position to seek out external funding to assist with future developments.

Targeting the Right Funding Audience

If you are self-funding your business, your bank manager may want to see your business plan before you are able to open a business account. If you are primarily writing a business plan to secure funding, you should tailor it to highlight the expectations of the specific target audience. In terms of securing a bank loan or overdraft, particular attention will be paid to your ability to repay

the money, how it will be used to help your business grow and what other loans or financial commitments you have.

When sourcing funding from potential investors, interest will be focused on the financial forecast section of the businessdocument, the expected return on their investment and the capability of the management team. In addition to these points of focus, shareholders will also require information detailing the prospect for share prices, what dividend they may expect, how and when they may exit with positive returns and their degree of control.

Businesses that aim to secure funding from venture capitalists will need to consider the amount of equity they would be prepared to submit. Venture capitalists generally combine an equity stake with a loan and would expect a return of between 10 to 20 times their investments within a maximum of five years. Within your business plan you should identify the amount of investment needed, the security you could offer and an exit strategy.

The Executive Summary

This is probably the most important section of the business document as most lenders and investors make a judgment about the business using this section alone. It should describe the most significant points from each section and provide a compact version of your overall business plan. It is vital to ensure that the summary both informs and interests the reader so that they move on and read the entire business plan.

The executive summary should only be written once you have constructed the whole document so that you include the important highlights from each section. It is particularly important that this section remains concise; generally, it should be between one and two pages of A4. While the executive summary should generate excitement regarding the business opportunity and financial forecast, be careful not to be overly optimistic, and the use of hype will simply undermine the credibility of your business document.

The contents table should directly follow the executive summary and again, write this last to correspond with the page numbers for each section. Take care to double-check it for accuracy, especially after you have made changes and edited your business plan. If possible, the contents page should only be one page long and each of the sections subheadings should be numbered, for example:

- Products and Services
- Main Products and Services

- Distinctive Qualities
- Pricing Strategy

Background Information/Business Description

This element of the plan outlines your business and sets out your vision. New businesses can use this section to portray when trading will start, what will be sold or provided, the business sector, legal status of the business and plans for the future.

Products and Services

Describing your products or services does not necessarily need a section of its own. It is a matter of choice as to whether you devote a whole section to it or amalgamate it with the section above. Generally, innovative or complex products or services may benefit from a thorough and detailed explanation.

Provide details of your pricing strategy, communicating a justification for your retail price in line with your competitors and market research.

This section may also be used to outline your plans for the introduction of additional products or services in the future. rights have been acquired or will be needed and what factors would prevent others from producing a cheaper product.

2.2. Designing document

Document is designed to ensure efficient entry of information and to maximize the presentation and appearance of information

- appropriate file type and Authorized access
- file names according to organizational procedure e.g. numbers rather than names
- file names which are easily identifiable in relation to the content
- file/ directory names which identify the operator, author, section, date etc
- organizational policy for backing up files
- organizational policy for filing hard copies of documents security

Designing document is a relatively new discipline within the corporate designing document function.

INVOICE

Street address
City, ST 00000
Phone: (206) 555-1163
Fax (206) 555-1164
someone@example.com

Date	12/23
Invoice #	1111
For:	PO # 123456

Bill To:
Contact at company
Company name
Street address
City, ST 00000
(206) 555-1163

Quantity	Description		Unit price		Amount		10% Discount applied
1	Item Number 1		$	2.00	$	2.00	
1	Item Number 2		$	2.00	$	2.00	
1	Item Number 3		$	2.00	$	2.00	
					$	0.00	
					$	0.00	
					$	0.00	
					$	0.00	
					$	0.00	
					$	0.00	
Subtotal					$	6.00	

Make all checks payable to <Company name.> If you
have any questions concerning this invoice, contact
<Name> at (206) 555-1163, someone@example.com.
Thank you for your business!

Credit	$	1,000.00
Additional discount		12%
Balance due	$	(994.72)

Typically, Marketing Operations is the function responsible for marketing performance measurement, strategic planning and budgeting, process development, professional development, and marketing systems and data. This work either connects closely to, or includes, demand generation. It also involves the alignment of Marketing with Sales, Business Units, and Finance. Marketing Operational professionals are not classical marketers. Instead of coming from PR or branding backgrounds, they typically come from Finance, IT, Sales Operations and other analytical or process-oriented roles.

Planning & Budgeting

Months of work go into building a company's annual plan. Ideally, it is fed by functional plans that include goals, objectives, strategies, measures, and tactics. All functions require input from senior management on the company's goals and overarching strategies. In addition, a company's marketing team requires input from:

- **Development** – what products will need to be marketed in the coming year
- **Sales** – what revenue must be achieved and what coverage model that has to be enabled
- **Finance** – the budget constraints

MERCHANDISING COMPANY Income Statement (partial) For the Year Ended December 31, 2011		MANUFACTURING COMPANY Income Statement (partial) For the Year Ended December 31, 2011	
Cost of goods sold		Cost of goods sold	
Merchandise inventory, January 1	$ 70,000	Finished goods inventory, January 1	$ 90,000
Cost of goods purchased	650,000	Cost of goods manufactured (see Illustration 1-8)	370,000
Cost of goods available for sale	720,000	Cost of goods available for sale	460,000
Merchandise inventory, December 31	400,000	Finished goods inventory, December 31	80,000
Cost of goods sold	$ 320,000	Cost of goods sold	$380,000

Throughout this process, which typically lasts for several months, Marketing Operations interfaces with the other functions, manages a timeline for Marketing input and deliverables, and helps build the final document.

Process

Marketing Operations professionals are increasingly expected to develop and optimize marketing-related processes such as the budgeting and planning process; the lead management process; the process for integrating newly acquired companies; and the process for creating, reviewing, and distributing a marketing asset. As a result of this push to improve performance by developing and optimizing process, flow charts are now as prevalent in Marketing as press releases and ad copy. Several categories of technology have evolved to automate Marketing processes (see "Technology or Marketing Automation" below).

Data

A company will often say that its people are its greatest asset; but when it comes to Marketing, that may not be true. Data is arguably Marketing's greatest asset. The quality of a Marketing campaign depends entirely on the quality of the data that it leverages about existing and prospective customers. 'Database marketing' is the term used for the marketing techniques that

are aimed at leveraging data to deliver more highly personalized, relevant campaigns. The Direct Marketing Association (DMA) sponsors an annual conference called The National Center for Database Marketing focused on just this topic.

It is good practice to measure the quality of the data before implementing these steps, and then measuring again when done, and every quarter thereafter. Some relevant metrics include: the number of duplicates, email bounce-backs, percentage of dummy data, response rates, etc...

An entire category of software companies facilitate data quality management. this has long been an issue for healthcare and financial services companies.

Designing document, and Financial Resource

Design and produce business documents

There are several ways you can tackle the task of planning a document. The following steps are a useful way of getting started and of ensuring that the result is appropriate, readable and clear.

- Identify your reason for writing the document
- Consider the needs of your receiver
- Decide what points and ideas you need to include
- Decide the best way to organize these points.

In our transition from a paper-based society to an electronic society, the means of producing documents are continually improving; however, to take advantage of the improvements, each of us has to be willing to learn how to use the new capabilities. Word-processing software programs provide the east-to-use features, plus many others.

Organizations need people who can use the capabilities available in the current software programs and new technologies to write and design clear business messages that people are able to understand, interpret and translate into action.

Some of the things that you will need to become familiar with are

- office equipment and resources
- relevant software applications
- examples of style guides
- organisational procedures

Department to understand the needs of the customers and to test outputs of the R&D section.

Designing document: Businesses have to control their resources closely, this is because Designing document is needed in the business and is also monitored because if some staff is not doing their work correctly then they are likely to be replaced with someone that is better. If the business is to expand then the business needs to employ staff with certain ability that will benefit their business. The Designing document can improve the businesses performance in many ways.

Business document

Many small businesses operate with no employees. One person handles the whole business with perhaps occasional help from family or friends. Making the leap to hiring someone to help is a big one because all of a sudden you need to worry about **payroll, benefits**, **unemployment insurance,** and what seems like a myriad of other details.

Business document:-refers to the labor, physical and mental abilities that the people in your organization contribute to producing the goods and services of your business.

Occasionally the treasurer will prepare a cheque that ends up never being issued or one that is returned without being cashed by the payee. This could occur because of misspelling, the insertion of a wrong amount, or a later decision not to make the payment. Whether this happens before or after the cheque is signed, do not destroy the cheque. The treasurer should write "void" across the cheque and on the cheque stub, and remove the signature part of the cheque. File it with the cancelled cheques and bank statement.

Sample cheque and cheque stubs

Policies and Procedures

- Instituting health and safety standards
- Handling of employee grievances
- Preparing employee handbooks

Recordkeeping

- Making certain you adhere to all labor laws governing employers
- Maintaining individual employee files

2.3. Using a range of functions

A range of functions are used to ensure consistency of design and layout

All computers run a range of applications and programs that fulfil a number of purposes. Some **basic functions** are listed below.

- Programs and software that allow you to communicate such as email, Skype and instant messaging
- Programs that allow you to access and find things on the internet such as search engines.
- Programs that allow you to manage computer, power and security such as anti-virus software.
- Applications that allow you to play video and music such as Windows Media Player and iTunes.

You can tell what applications are available on your computer by going to the **Control Panel** in the **Start** menu and selecting **Programs** (in Windows 7) or **Add or Remove Programs** (in older versions of Windows).

Applications, programs and software allow you to create documents such as:

- letters, reports or documents (mostly text-based)
- spreadsheets
- presentations
- Media files such as photos and videos.

Programs that allow you to see how your files are organized and to copy, move, and rename files, as well as perform other tasks pertaining to files, folders, and drives are an important part of all operating systems.

- My Computer in Microsoft Windows
- My Documents in Microsoft Windows

It is recommended that you write the receipt numbers on the corresponding deposit slips.

Samples: Bank Deposit Slips

2.4. Operating input devices

Input Devices

The work of a computer can be characterized by an input-process-output model in which a program receives input from an input device, performs some processing on the input, and produces output to an output device. Users employ a variety of input devices to interact with the computer, but most user interfaces today are based upon a keyboard and a mouse pointing input device.

A keyboard consists of a number of switches and a keyboard controller. The keyboard controller is built into the keyboard itself. When a key is pushed, a signal called a scan code is sent to the controller. A different scan code is sent when the key is released. The use of two scan codes allows keys to be used in combination. The controller is able to tell whether a key is being held down while another key is struck, or to determine when a key causes a repeated action. Keyboard scan codes are sent to the computer via a serial port. New keyboards have been designed for **ergonomic** reasons. A mouse is a small device that a computer user pushes across a flat surface, points to a place on a display screen, and then clicks on icons and menus. The mouse first became a widely used computer tool when Apple Computer made it a standard part of the Macintosh. Today, the mouse is an integral part of the **graphical user interface (GUI)** of any personal computer

Following are few of the important input devices, which are used in Computer Systems:

- Keyboard
- Mouse
- Light pen
- Scanner
- Magnetic Ink Card Reader

Keyboard

Most common and very popular input device is keyboard. The keyboard helps in inputting the data to the computer. The layout of the keyboard is like that of traditional typewriter, although there are some additional keys provided for performing some additional functions.

Keyboards are of two sizes 84 keys or 101/102 keys, but now 104 keys or 108 keys keyboard is also available for Windows and Internet.

Mouse

Mouse is most popular Pointing device. It is a very famous cursor-control device. It is a small palm size box with a round ball at its base which senses the movement of mouse and sends corresponding signals to CPU on pressing the buttons.

Generally, it has two buttons called left and right button and scroll bar is present at the mid. Mouse can be used to control the position of cursor on screen, but it cannot be used to enter text into the computer.

Advantages

- Easy to use
- Not very expensive
- Moves the cursor faster than the arrow keys of keyboard.

Light Pen

Light pen is a pointing device, which is similar to a pen. It is used to select a displayed menu item or draw pictures on the monitor screen. It consists of a photocell and an optical system placed in a small tube.

When light pen's tip is moved over the monitor screen and pen button is pressed, its photocell sensing element, detects the screen location and sends the corresponding signal to the CPU.

Scanner

Scanner is an input device, which works more like a photocopy machine. It is used when some information is available on a paper and it is to be transferred to the hard disc of the computer for further manipulation.

Scanner captures images from the source which are then converted into the digital form that can be stored on the disc. These images can be edited before they are printed.

Self check

Choose the correct answer from the alternative question

1. one of the following is types of data
A. dates and times
B. text
C. numbers
D. all of the above
2. Checking data may include:

A. accuracy of data

B. accuracy of formulae with calculator

C. ensuring instructions with regard to content and format have been followed

D. proofreading

E. spelling, electronically and manually

F. all of the above

3. Formatting may include:

A. alignment on page

B. efficiency of formulae

C. enhancements to format - borders, patterns and colors

D. enhancements to text

E. headers/footers

F. use of absolute and relative cell addresses

G. all of the above

4. Software functions may include:

A. formatting text

B. headers/footers

C. sizing columns/rows

D. using macros

E. all of the above

5. Formulae may include:

A. average

B. division

C. multiplication

D. percentage

E. subtraction

F. sum

G. combinations of above

Give short answer

1. Write about Input Devices.

2. Explain the advantages mouse.

3. How Design and produce business documents?
4. What is the Using a range of functions**?**

Unit Three: Produce document

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Completing document production
- Checking document produced
- Storing and saving document
- Using Manuals, training booklets and help-desks

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Complete document production
- Check document produced
- Store and saving document
- Use Manuals, training booklets and help-desks

3.1. Completing document production

3.1.1. Completing document

The strategic rationale of completing document is powerfully simple. Superior knowledge of rivals offers a legitimate source of competitive advantage. The raw material of competitive advantage consists of offering superior customer value in the firm's chosen market. The definitive characteristic of customer value is the adjective, superior.

Customer value is defined relative to rival offerings making competitor knowledge an intrinsic component of corporate strategy. Profiling facilitates this strategic objective in three important ways.

First, profiling can reveal strategic weaknesses in rivals that the firm may exploit. Second, the proactive stance of competitor profiling will allow the firm to anticipate the strategic response of their rivals to the firm's planned strategies, the strategies of other competing firms, and changes in the environment.

Third, this proactive knowledge will give the firms strategic agility. Offensive strategy can be implemented more quickly in order to exploit opportunities and capitalize on strengths. Similarly, defensive strategy can be employed more deftly in order to counter the threat of rival firms from exploiting the firm's own weaknesses.

Clearly, those firms practicing systematic and advanced competitor profiling have a significant advantage. As such, a comprehensive profiling capability is rapidly becoming a core competence required for successful competition. An appropriate analogy is to consider this advantage as akin to having a good idea of the next move that your opponent in a chess match will make. By staying one move ahead, checkmate is one step closer. Indeed, as in chess, a good offense is the best defense in the game of business as well.

A common technique is to create detailed profiles on each of your major competitors.[6] These profiles give an in-depth description of the competitor's background, finances, products, markets, facilities, personnel, and strategies. This involves:

- Background
    - ✓ location of offices, plants, and online presences
    - ✓ history - key personalities, dates, events, and trends
    - ✓ ownership, corporate governance, and organizational structure

- Financials
  - ✓ P-E ratios, dividend policy, and profitability
  - ✓ various financial ratios, liquidity, and cash flow
  - ✓ profit growth profile; method of growth (organic or acquisitive)
- Products
  - ✓ products offered, depth and breadth of product line, and product portfolio balance
  - ✓ new products developed, new product success rate, and R&D strengths
  - ✓ brands, strength of brand portfolio, brand loyalty and brand awareness
  - ✓ patents and licenses
  - ✓ quality control conformance
  - ✓ reverse engineering or reformulation
  - ✓
- Facilities
  - ✓ plant capacity, capacity utilization rate, age of plant, plant efficiency, capital investment
  - ✓ location, shipping logistics, and product mix by plant
- Personnel
  - ✓ number of employees, key employees, and skill sets
  - ✓ strength of management, and management style
  - ✓ compensation, benefits, and employee morale & retention rates
- Corporate and marketing strategies
  - ✓ objectives, mission statement, growth plans, acquisitions, and divestitures
  - ✓ marketing strategies

3.2. Checking document produced

document produced means all documents, logs, and other documents related to the Lessee's operation and maintenance of the Equipment.

An Equipment Record (ER) similar to a Customer Service Record (CSR) that's available in domestic porting. It's a document that holds all the information needed to get a port submitted and confirmed cleanly.

Recording equipment means any device used for the purpose of recording whether it be analogue, digital or other means of recording, including but not being limited to computers, cell phones, voice recorders and cameras.

Equipment's need to supplies to preparing record

'Supply' is the flow of resources used to satisfy a demand, such as materials, labor, information and skills – from a supplier to a user or consumer. Equipment supply – for instance business sense – is the flow of equipment from a supplier aim of facilitating the work process; Examples , folders, Markers, ink, all types of paper, log books, stamps etc.

3.3. Storing and saving document

Folders

A folder on a computer is similar to a folder in a filing cabinet. They can store any kind of file including documents, pictures and videos, which can be added, moved, renamed and deleted. You can organize the files in your folders however you like, but you should try to organize and name them according to their content.
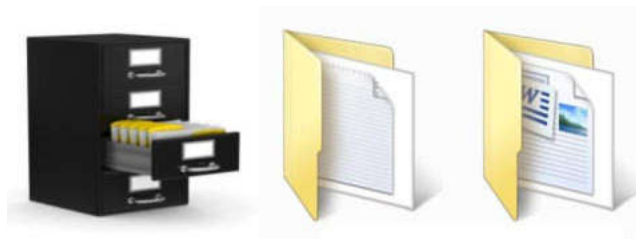
Saving

Saving a document allows you to name it and store it. Documents are usually saved into folders. When you create a document you will be prompted to name and save it before you close it. If you don't save it there is a chance that all the data you have entered will not be available for future use.

Menus

Just like a menu in a restaurant, a menu on your computer is a list of options which you can choose from.

To save space on your screen, a menu isn't open all the time; instead each menu is usually represented by a button that drops down when clicked on. An example of such a button is shown below.
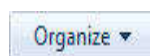
When you click on a menu title the menu opens and the available options drop down. You can then select an option by clicking on it with your mouse's left button, as shown below.

Storage in directories perhaps the most important aspect of a saving document programmed is to securely store trade secrets in places where access is allowed under authorization, such as archives, safes or other appropriate locked room's only personnel needing to know it should have access to the information.

Importance of saving records

- Avoid saving unnecessary documents.
- Follow a consistent method for naming your files and folders.
- Store related documents together, whatever their type.
- Separate ongoing work from completed work.
- Avoid overfilling folders.
- Organize documents by date.
- Make digital copies of paper documents.

Steps You Can Take to Secure Records at Your Company

- Lock everything down.
- Install fire and security alarms.
- Limit access to your critical records.
- Label all records, files and cabinets appropriately.
- Conduct regular audits.
- Destroy your records securely and document when you do.

Importance to store written records in a safe and secure location

This generally ensures records can be recovered if something unexpected happens, for example, theft, flood or fire. Reconstructing business and tax records can be time consuming and

Costly. To minimize the risk of damage or loss: store your business records securely and safe from theft, fire or flood damage.

Importance of records security

Protecting business records ensures the information they contain is available any time it is needed, and also speeds recovery from an unplanned disruption.

3.4.   Using Manuals, training booklets and help-desks

This manual provides facilitators and training managers with information on how to develop, deliver and manage training activities in an effective manner, using the instructional design approaches. The Training Needs Analysis (or Assessment) determines the direction and outline of the training based on the needs in the target workplace. The modules are in accordance to the Process,

Training Needs Analysis, Design, Resource Development, Implementation

Evaluation with introductory module.

Merge and Center

- Select the range A1:F1 by dragging through the range.
- Click the **Merge & Center** button on the Ribbon as shown in
- Notice that the title has been centered across columns A through F. The cells A1:F1 have been merged. When you activate any of these cells the entire selection is activated, as shown in
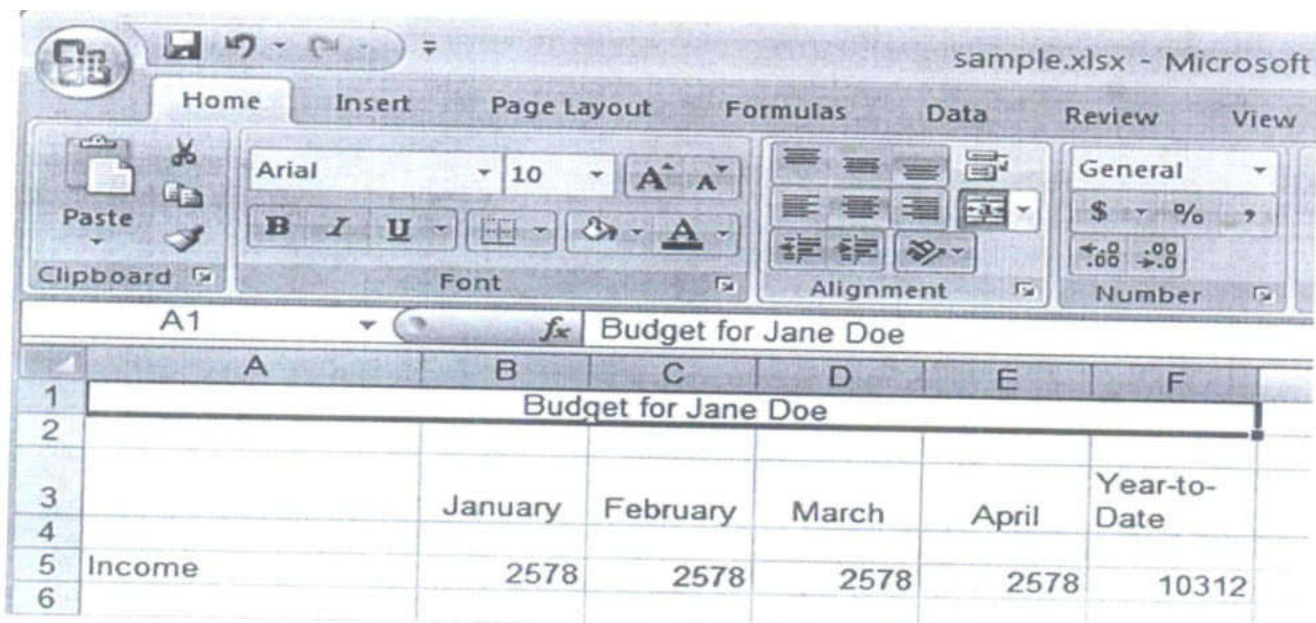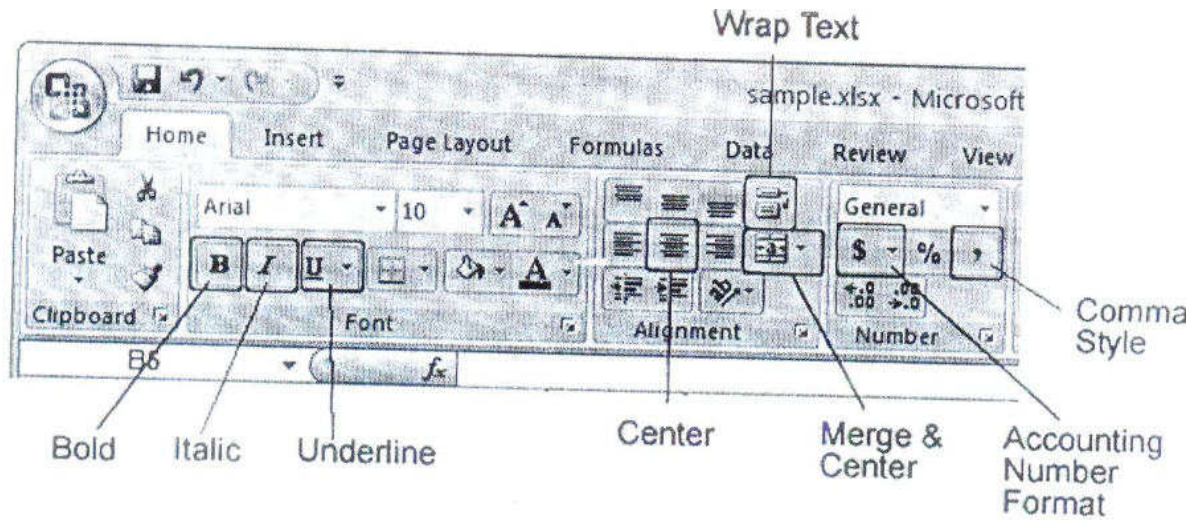
Self check

Give short answer

1. **Using Manuals, training booklets and help-desks**
2. **Importance of saving records**
3. **Storing and saving document**
4. **Checking document produced**
5. **Completing document**

Unit Four: Finalise document

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Proofreading document
- Making modifications to document
- Naming and Storing document
- Printing and presenting document

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Proofread document
- Make modifications to document
- Name and Storing document
- Printer and presenting document

4.1 .Proofreading document

Document is proofread for readability, accuracy and consistency in language, style and layout prior to final output by your computer consists of various parts which work together. Most computers have the same basic parts even if they look a little different. Even portable computing devices have the same basic components, just in a more compact package.
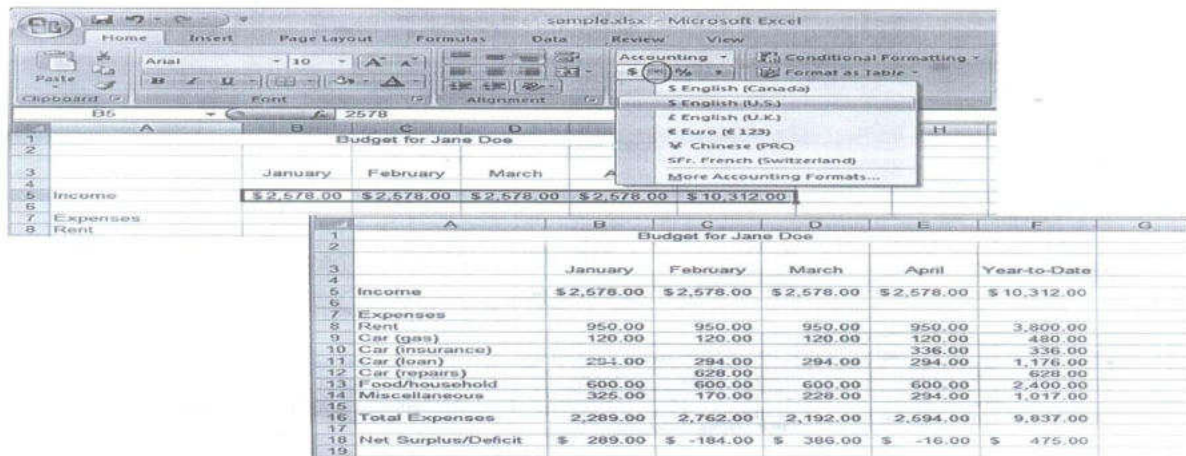
Accounting Number Format button on the Ribbon and select **$ English (U.S.)**.

Select the range B8:F18 by dragging through the range. Start dragging at one of the corner positions and continue to the opposite corner to select all of the cells in the range. Click the **,**(comma) button on the formatting toolbar.

Notice that all of the numbers greater than three digits now have comma separators and all of the numbers have two decimal places, as shown in

Bold, Underline, Italic, and Font Changes

Let's display all titles in bold so that they stand out.

Select the range A5:A18 by dragging through it.

Click the **Bold** button on the Ribbon as shown in

Notice that the titles in column A are now bold. The bold formatting increases the width of the characters slightly and you may have to increase the width of column A to view the Net Surplus/Deficit title.

System unit

The system unit is the heart of your computer system. It's usually a rectangular box which sits on or under your desk and usually contains the following components.

- The central processing unit (CPU), sometimes called the 'microprocessor' or 'chip', which acts as the 'brain' of your computer.
- Random access memory (RAM) is used by the CPU while it's working. This memory is erased when the computer is turned off.
- A hard disk drive, which stores all your programs, documents, music and video files. This information is kept when your computer is turned off.
- A CD or DVD drive which reads media and data files stored on CDs and DVDs. A DVD drive does everything a CD drive can, but also reads data and media from DVDs. Most computers can also record information onto CDs and DVDs – this is called 'writing' or 'burning'
- Ports are the sockets that allow all the other devices/peripherals to be connected to the computer.

4.2. Making modifications to document

 Font Style is the manner in which the font is displayed. The font may be bold, underlined, or italicized.**Size** is measured in points. A point is 1/72". A good readable text is 10 or 12 point and a headline text might be 14 or 20 point.

Select cells A1:F18 by dragging through them.

Click the drop-down box for the Font as shown in

Notice that the font list is displayed using the font that is named.
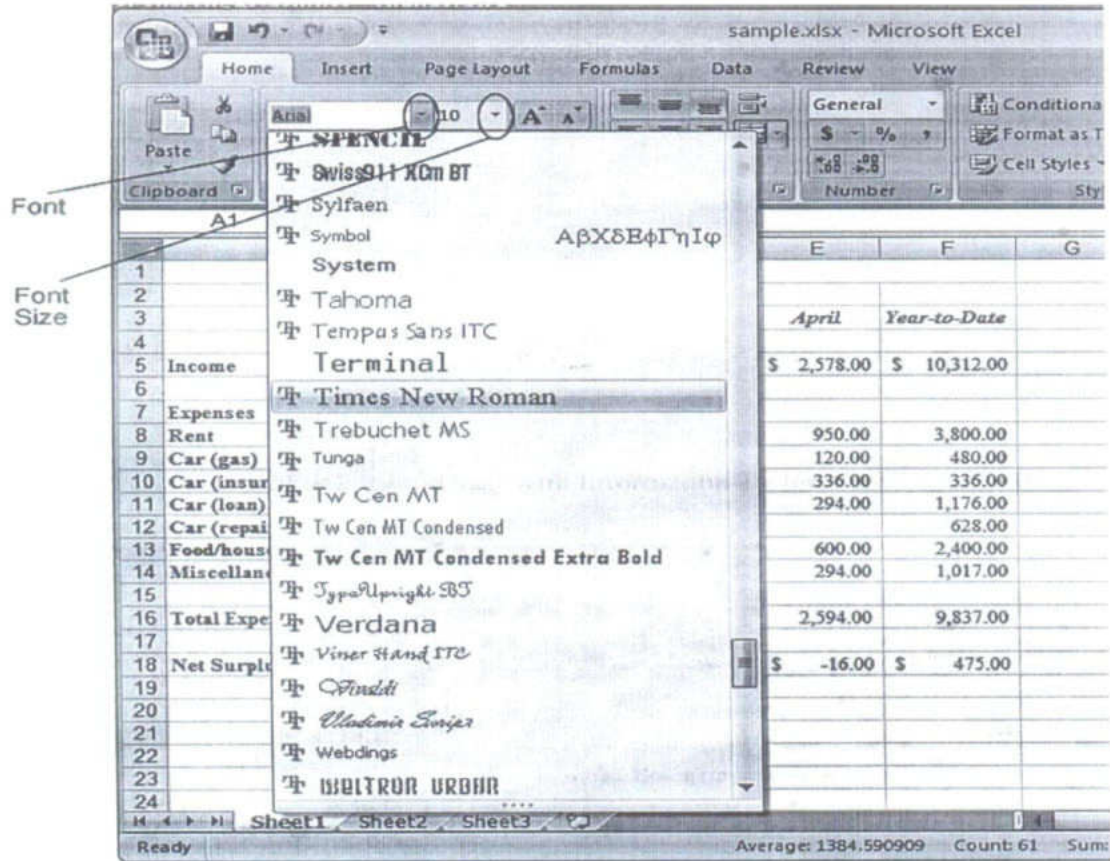
Computers at work are a large drain on electricity, which is a huge waste if they are left on when they are not being used. Wasted power means additional costs to the business – this is money which could be better channelled into worthwhile investments which will provide a return (give something back) to the business. Wasted power also means increased carbon emissions into the atmosphere – which is bad for our planet. The main types of produced by office equipment include

- paper
- toner
- other

4.3.Naming and Storing document

Document is **named** and **stored** in accordance with organizational requirements and exit the application without data loss/ damage

Reducing waste paper

You can reduce waste paper by limiting the quantity of paper loaded into printers and copiers to the amount that will be used each day. Paper left in the machines for longer than this tends to become damp and is often thrown away.

Probably the single largest source of waste paper results from user error, where the job has not been set up correctly before running it. Before printing or copying jobs that require more than five sheets of paper, you should print a test page to check the settings are correct.

Another way to reduce waste is only to print or copy essential items. Remember, most emails do not need to be printed.

Reducing waste ink and toner

Ink and toner are used up each time you print or photocopy a document. Therefore, only print and copy essential documents.

Reducing waste electricity

Electricity is being used up all the time any electrical equipment is turned on. Leaving equipment running when nobody is using it, especially overnight, is wasteful. Many types of electrical equipment have power-saving modes which can be set to activate as soon as a machine is idle for any length of time. Computer monitors should always be turned off at the end of the day as they use a large amount of energy.

Write your name, your account number and the date. If you're using a deposit slip from your own checkbook, your name and account number will already be printed on the slip, and you'll just need to write the date. If you're using a slip from the bank, you'll need to write your name, the date and your account number in the corresponding blanks on the deposit slip.

- o If you're not sure what your account number is, ask the teller to provide you with the information.
- o Use black or blue ink, rather than pencil.

Filling out the Slip for a Cash Deposit
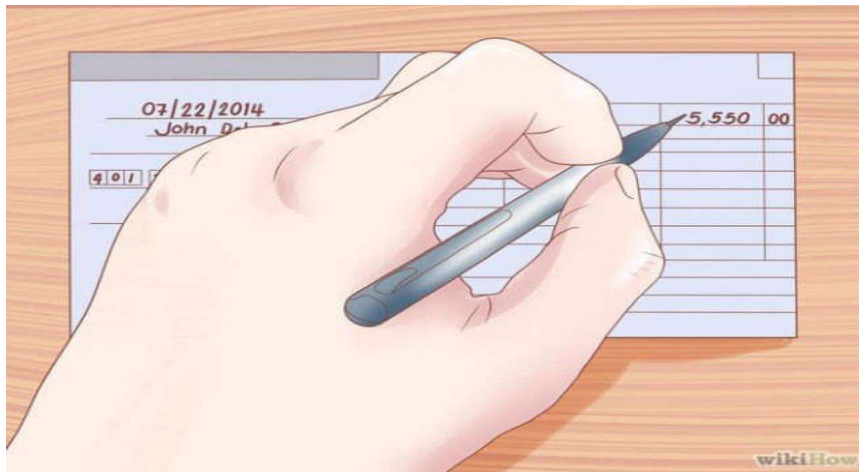
4.4. Printing and presenting document

Printing a Worksheet

You can print an Excel worksheet using the **Office** button and **Print** menu command as you would with any other application program. Worksheets can quickly become wide and long and will print on multiple pages, or can be fit to a single page. When the document is fit to a single page, the font size is reduced until the data fits on one page.

Click the **Office** button and click the **Print** menu item.

Click the **Print** option

The **Print** dialog box should appear as shown in this figure
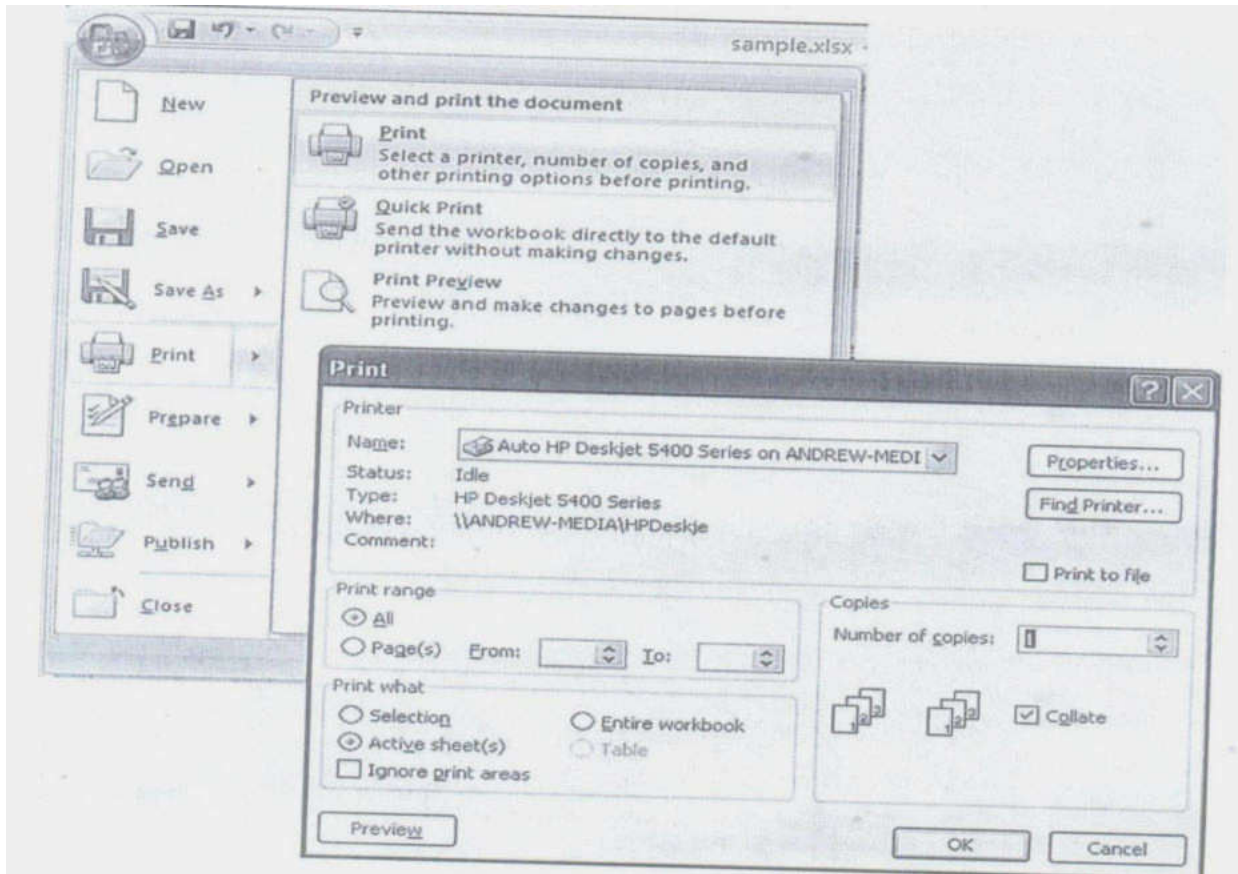
Figure Excel Print dialog box.

Notice that the **Active sheet(s)** option is selected. As the workbook can have several sheets, there is an option to select only the active sheet, or the entire workbook.

If you have a printer available, click the **OK** button to print the worksheet. If you do not have a printer available, click the **Cancel** button to cancel the print.

Selecting the right equipment for the task

Suppose that you need to send some information to ten people in advance of a meeting which is scheduled for next week. The document is 30 pages long and each person must read it before the meeting. Your task is to get the information to everyone quickly and with minimum fuss.

What do you think would be the best way to achieve this? Here are some of the options. You could:

- print out ten copies of the document and post a copy to each person
- fax the document to each of them
- make ten photocopies of the document and post it to each person
- telephone each person and tell them the information yourself

- Email the document to everyone.

Self check

Say true or false

1. Document is proofread for readability, accuracy and consistency in language, style and layout of the organization.

2. Start dragging at one of the corner positions and continue to the opposite corner to select all of the cells in the range.

3. The system unit is the heart of your computer system.

4. Computers at work are a large drain on electricity, which is a narrow documentation system.

5. Many types of electrical equipment have power-saving modes which can be set to activate as soon as a machine is idle for any length of time.

6. Deposit slip from your own checkbook, your name and account number will already be printed on the slip, and you'll just need to write the date.

Unit Five: Collate business records (10hr)

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Identifying individual records or information
- Incorporating individual records or information
- Sorting records in accordance with workplace requirements
- Adhering to security and access requirements

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Identify individual records or information
- Sort records in accordance with workplace requirements
- Adhere to security and access requirements

5.1 Identifying individual records or information

Identify individual records or information which should be incorporated into business or records system according to organizational criteria

- customer relationship management
- expenditure
- human resources management
- invoicing/sales
- legislative/regulatory/licensing compliance
- risk management
- stock control, taxation and asset management

Identifying individual   information has, not surprisingly, occupied the thoughts of information scientists for a long time: almost certainly since before the term 'information science' was coined in 1955. The lay person, asked to define information, is most likely to regard it as: An item of information or intelligence; a fact or circumstance of which one is told.

5.2.   Incorporating individual records or information

Information is collected and recorded in accordance with organizational policy and procedures.

Types of Information

Knowing what type of information you need will help you decide which sources to use.

There are four types of information:

Factual

Factual information is information that solely deals with facts. It is short and non-explanatory. The best place to find factual information is in reference books such as encyclopedias and almanacs. You can also find it in governmental statistics such as the U.S. Census.

Example: Mount Magazine is the highest point in Arkansas.

Analytical

Analytical information is the interpretation of factual information. What does the factual information mean? What does it imply? This is the type of information that researchers generate in their studies. Analytical information is mostly found in books and journals.

Example: Based on crash statistics, Arkansas State Police designated the road as dangerous.

Subjective

Subjective information is information from only one point of view. Opinions are subjective. You can find subjective information almost anywhere factual information isn't. It is in books, journals, websites and book reviews.

Example: I hate Arkansas' hot, humid summers!

Objective

Objective information is information that is understood from multiple viewpoints and presents all sides of an argument. Reference books are a good place to find objective information. Newspapers that have balanced and fair reporting are also objective. Opposing Viewpoints and Facts on File are both great objective databases.

Example: While many people don't like Arkansas summers, some look forward to the season so they can travel.

5.3. Sorting records in accordance with workplace requirements

Efficiency workplace requirements and effectiveness were originally industrial engineering concepts that came of age in the early twentieth century. Management theorists like Frederick Taylor and Frank and Lillian Gilbert designed time and motion studies primarily to improve efficiency. Work simplification efforts again focused primarily on questions like "How fast can we do this task?" Work simplification also led to terminology like streamlined processes and efficiency experts, but the emphasis was still on time and motion. The concept of effectiveness, which takes into consideration creating value and pleasing the customer, became popular in the United States in the early 1980s when Americans perceived Japanese products such as cars and electronics to offer greater value and quality.

Some process efficiency measures

- cycle time per unit, transaction, or labour cost;
- queue time per unit, transaction, or process step;
- resources (dollars, labor) expended per unit of output;
- cost of poor quality per unit of output;
- percent of time items were out of stock when needed;
- percent on-time delivery; and
- Inventory turns.

Some effectiveness measures

- how well the output of the process meets the requirements of the end user or customer;
- how well the output of the sub process meets the requirements of the next phase in the process (internal customers); and
- how well the inputs from the external suppliers meet the requirements of the process.

Some measures of adaptability

- the average time it takes to respond to special customer requests compared to routine requests;
- the percent of time special customer requests are denied compared to the denial of routine requests;
- the percent of special customer requests that have to be escalated to higher levels of management compared to the escalation of routine requests; and
- the capability to respond to product changes versus process changes.

Formula

- **absolute cell referencing and/or mixed references**
- **average**   **multiplication**
- **sum subtraction**
- **division**   **maximum**
- **minimum**   **combinations of above**

The next section will involve learning how to write formulas.

You will need a pen or pencil to write the answers in this book. You do not need to key these exercises into a computer.

Formula involves making calculations similar to any business document, but using cell references instead of the actual amounts.

Look at the following exercise. It is clear that you must multiply the quantity with the price in order to produce the cost. Normally we would write such a calculation as 36×0.25. for excel to do such a calculation, you would have to put in = first to indicate that a formula follows, then, instead of putting in the amount of 36, you would put in the cell reference, that is, A2. To indicate multiplication, excel uses the asterisk or star, so written in *. Then put in the cell reference for the 25 cents, i.e. C2. The whole formula should be =A2*C2. Write this formula into cell D2 on the sheet below in the space provided.

Now write in the formula calculating the cost for rows 3 to 7. The column letters will stay the same, but the row numbers will change. Don't forget to put=first.

Note: when you are typing the formulas, it is easier to use the * key from the keypad at the right of your keyboard.

Task 1

	A	B	C	D
1	Quantity	Description	Price	Cost
2	36	Soup	0.25	=A2*C2(e.g.)
3	24	Tomatoes	0.35	
4	48	Mixed veg	0.34	
5	24	Mushrooms	0.59	
6	60	Spaghetti	0.61	
7	30	Flour, per kg	0.38	
8	Total			

Did you get the following formulas?

Cost

=A2*C2

=A3*C3

=A4*C4

=A5*C5

=A6*C6

=A7*C7

Now enter the total formula into cell D8. You can total up this column by adding the cells together containing the subtotal amount ie=D2+D3+D5+D6+D7.

Task 2

Write in the formulas calculating the total pay in the D column (= hourly rate* hours worked) and write the formula to calculate the total of that column in cell D6.

A	B	C	D

1	Name	Hourly rate	Hours worked	Total pay
2	Smith	$12.33	21	=B2*C2(e.g.)
3	Jones	$12.33	24	
4	Frderick	$12.33	28	
5	James	$12.33	37.5	
6	Total			

Task 3

Calculate the cost per unit. This is calculated by dividing the total cost by the No of items. The division sign is indicated by a / that is =B2/C2. Put in the totals for columns B.C and D as well.

	A	B	C	D
1	Description	Total cost	No of items	Cost per unit
2	AC21	7365	62.5	=B/C2(e.g)
3	TIXE 34	5847	59.0	
4	TIO37	6258	67.75	
5	IOP45	4251	60.5	
6	AER 46	2541	16.75	
7	YHE 51	5241	65.25	
	Total			

Functions

A third way of producing a total is to use a function. This is a special in built formula used by excel. The total function looks like this =SUM (1st cell:1st cell). Replace 1st cell by writing in the cell reference for the first cell to be added and replace last cell with the last cell to be added. The colon allows all the cells in between to be included in the adding. In cell E2, to add all the Nursing students, you should write=SUM (B2:D2). Please write in the correct SUM functions for the other schools, including the total in cell E7.

	A	B	C	D	E
1	Schools	1995	1996	1997	Total
2	Nursing	3891	3889	4012	=SUM (B2:D2) (e.g)
3	Law	5001	5280	5366	

4	Music	1098	1300	1298
5	Arts	492	2931	2999
6	Science	2067	1295	2282
	Total			

Task 4

Calculate the amount received for the hire of each game (hours booked * cost per hour) and calculate the total received using the SUM function.

	A	B	C	D	E
1	Game	Court No			Total
2	Volley ball	2	3	10.00	=SUM (C3*D3)
3	Racquet ball	1	1	9.50	
4	Squash	4	1	9.90	
5	Tennis	3	4	10.00	
6	Total				$

Task 5

Calculate the net weight carried kg on each truck (total weight kg- Truck weight kg) and calculate the total net weight carried.

	A	B	C	D
1	Driver	Total weight kg	Truck weight kg	Net weight carried kg
2	Peter Adams	3900	2193	=sum (B2-C2)
3	Jack day	3507	2111	
4	Kim thegarth	2500	1400	
5	Total			

Rainfall in millimetres
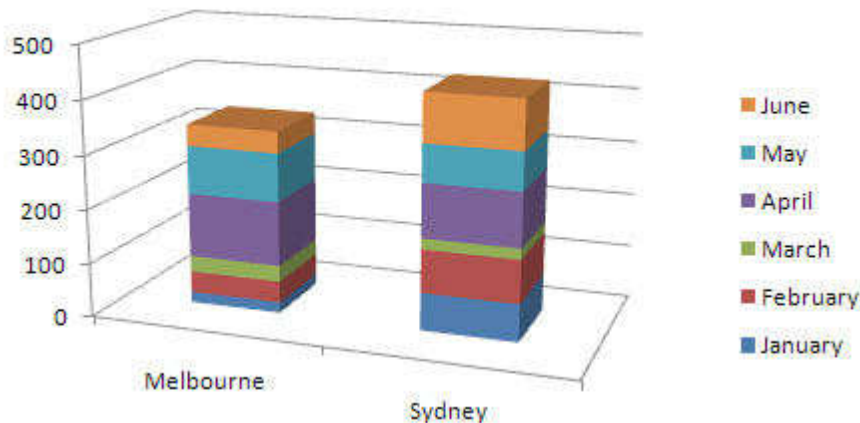
Health Food Companies

Health First	Fitness Foods	Natural	Organics	Fruity
15	30	5	40	10
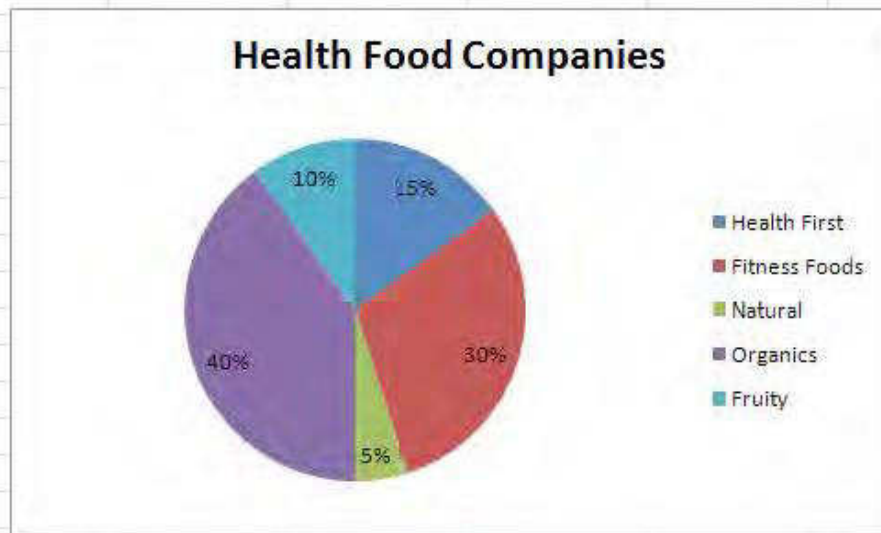
5.4.   Adhering to security and access requirements

Access requirements Workflow is the sequence of physical and mental tasks performed by various people within and between work environments. It can occur at several levels (one person, between people, across organizations) and can occur sequentially or simultaneously.

For example, the workflow of ordering a medication includes communication between the provider and the patient, the provider's thought process, the physical action by the provider of writing a paper prescription or entering an electronic prescription into an electronic health record

and transmitting the order electronically or having the patient take the prescription to the pharmacy to have the prescription filled.

- **About workflow?**

  Always keep in mind that workflow occurs between organizations; between people at a clinic; in one's head; and before, during, or after a patient visit.

- **Important to assess workflow?**

  Anytime you make a change to your practice, especially when implementing health IT, the workflow associated with clinical and practice management processes will change.

- **Consequences of not analysing workflow?**

  Research assessing health IT implementations demonstrates that delays in patient care, billing, and communication are likely to occur if workflow is not taken into account. This is generally due to the fact that clinical and practice management requirements are overlooked or oversimplified.

Self check

Work out

1. Enter the following data into a worksheet. Check your worksheet for accuracy

	A	B
1		
2	Monthly sales	
3		
4	Sales person	
5	Lee	12000
6	Mary	15000
7	Trisha	20000
8	Franky	25000
9	Melanie	5000
10	Peter	15000
11	Mathew	10000
12	Anna	30000

13

14   Total

15   Average

2. Format your worksheet change the font type and size, add bolding and adjust the width of columns. Format the number values as currency.

3. Add a header and footer to your worksheet. Add the date, time and page number

4. Calculate the total of all sales made. Calculate the average sales figure. Give the total and average calculations absolute cell references.

5. Proof read your worksheet and tests your calculation. Print out your worksheet previewing it before you print.

6. Save the file to an appropriate location and name it monthly sales

7. Briefly explain what you would do if you experienced a hardware problem (for example, monitor stopped working) when completing the task. Word processes your answers.

Unit Six: Update business or records system

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Identifying and recording Control information

- Updating Control information

- Identifying and removing records

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Identify and recording Control information

- Identify and removing records

- Update Control information

- Identify and recording completed business activities

6.1 Identifying and recording Control information

Recording Control information is based on analyses of objective and subjective data many organizations use statistical process control as a tool in any quality improvement effort to track quality data. Any product can be statistically charted as long as they have a common cause variance or special cause variance to track.

The quality of products is dependent upon that of the participating constituents, some of which are sustainable and effectively controlled while others are not.

The company-wide quality approach places an emphasis on four aspects:-

- Elements such as controls, job management, adequate processes, performance and integrity criteria and identification of records
- Competence such as knowledge, skills, experiences, qualifications
- Soft elements, such as personnel integrity, confidence, organizational culture, motivation, team spirit and quality relationships.
- Infrastructure (as it enhances or limits functionality)

The quality of the outputs is at risk if any of these aspects is deficient.

QA is not limited to the manufacturing, and can be applied to any business or non-business activity, including: design, consulting, banking, insurance, computer software development, retailing, investment, transportation, education, and translation.

It comprises a quality improvement process, which is generic in the sense that it can be applied to any of these activities and it establishes a behavior pattern, which supports the achievement of quality.

This in turn is supported by quality management practices which can include a number of business systems and which are usually specific to the activities of the business unit concerned.

In manufacturing and construction activities, these business practices can be equated to the models for quality assurance defined by the International Standards contained in the ISO 9000 series and the specified Specifications for quality systems.

In the system of Company Quality, the work being carried out was shop floor inspection which did not reveal the major quality problems. This led to quality assurance or total quality control, which has come into being recently.

6.2. Updating Control information

Updates and upgrades leave themselves needlessly vulnerable. Malicious actors rapidly develop exploits by analyzing and reverse engineering software patches, and these exploits are often available days after patch release

Updating software as soon as possible is the only way to address this threat.

Furthermore, effective new security technologies arrive only in major software upgrades. New security technologies block entire classes of exploitation techniques, and industry continually introduces new features that make exploitation more difficult. Software upgrades and timely deployment of patches are both critical to network defense

Upgrades

As a general rule, desktop computers will have components (screen, memory, storage) that will be able to the upgraded and expanded at a later date.

Most notebook computers allow the storage and memory to be upgraded, but very

little else.

It is generally not possible to upgrade tablet and Smartphone devices after purchase, meaning that you must replace the entire device if any part of it fails. For this reason, consider your manufacturer warranty options when purchasing either tablet or Smartphone devices.

Speed and portability

The image below compares the speed of various computing devices with their portability. It shows that as the size of the device decreases, so does its speed and power.

6.3. Identifying and removing records

Most records created by offices are not worth keeping permanently: only 5-10 percent of an organization's records have enduring value. In order to determine which records can be destroyed, it is necessary to establish formal records retention schedules.

Records retention schedules identify:

- the Office of Record for different categories of record,

- the number of years that different records should be kept in the office (the active phase),

- how long they need to remain available to the office (the semi-active/inactive phase), and

- Whether they should be transferred to for preservation as archives or destroyed because they have no further value.

Self check

Which of the following terms is used in Word 2016 for reduced-size versions of images?

a) Thumb drives

b) Thumb documents

 c) Thumbnails

d) Preview panes

2. The Advanced Properties sheet enables you to add which of the following?

a) keywords

 b) category

c) author's name

d) All of the above

3. When Heading Styles have been applied to a document, the user has the option to navigate through the document using which tab on the Navigation Pane?

a) Headings

b) Pages

c) Results

d) None of the above

Say true or false

1. The quality of products is dependent upon that of the participating constituents, some of which are sustainable and effectively controlled while others are not.

2. Any product can be statistically charted as long as they have a common cause variance or special cause variance to track.

3. The quality of the outputs is at risk if any of these aspects is deficient.

4. Updates and upgrades leave themselves needlessly valuable.

5. Most records created by offices are not worth keeping permanently

Unit Seven: Prepare reports from the business or records system

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Interpreting and clarifying requests for reports
- Preparing reports

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Interpret and clarifying requests for reports
- Prepare reports

7.1.   Interpreting and clarifying requests for reports

Requests for *reports* are interpreted and the content and frequency sought are clarified, where necessary

- computer generated
- hand prepared
- part of a management solution for another support/operational function
- regular records management reports
- system management reports

FORMAT OF A REPORT

Although, there is no set report writing format, However, there are general sections that should be included. Unlike essays, reports are written in sections with Headings and sub-headings, which are usually numbered. There are numerous possible formats available for writing a report, and it mostly depends on the context of topic I

Below given are the components of a report in which they would occur:

Title page: It should include the title, your name and the name of the tutor to whom it is being submitted, date of submission, your course/department. The logo of the organization should also be printed.

Acknowledgements: A list of people and organizations who have helped you in the compilation of report and other related work.

Contents page: A clear, well-formatted list of all the sections and sub-sections of the report. Page numbers should be marked correctly.

Abstract: A summary of the major points, conclusions, and recommendations should be Written to give a general overview of report.

Introduction: The first page of the report needs to have an introduction. You will explain the Problem and show the reader why the report is being made.

Body: This is the main section of the report. There needs to be several sections, with each having a subtitle. The various sections include Review of Literature, Materials and Methods and Results. A discussion section can also be included at the end of the body to go over by findings and their significance.

Conclusion: A conclusion should draw out the implications of your findings, with deductions based on the facts described in your main body. The significance and relevance of study is Discussed in this section.

References: This is a list giving the full details of all the sources to which you have made reference within your text.ORMAL

7.2.   Preparing reports

Reports are prepared from business or records system in accordance with instructions or request It is any informational work made with an intention to relay Information or recounting certain events in a presentable manner. Reports are often conveyed in writing, speech, television, or film. Report is an administrative necessity. Most official form of information or work are completed via report. Report is always written in a sequential manner in order of occurrence

Informal report

The informal report functions to inform, analyze, and recommend.

- It usually takes the form of a memo, letter or a very short international
- document like a monthly financial report, monthly activities report,
- Research and development report,
- This report differs from the formal report in length and formality.
- It is written according to organization style and rules, but usually does not
- Include the preliminary (front) and supplemental (back) material.
- The informal report is usually more controversial in tone and typically deals with everyday problems and issues addressed to a narrow readership inside the organization.YPES

TYPES OF INFORMAL REPORT

There are many embodiments of the informal report:

- Progress report
- Sales activity report
- Personnel evaluation
- Financial report
- Feasibility report

- Literature review and Credit report

Formal report

- The formal report is the collection and interpretation of data and Information.
- The formal report is complex and used at an official level.
- It is often a written account of a major project.

Examples of subject matter include new technologies, the advisability of launching a new project line, results of a study or experiment, an annual report, or a year old review of developments in the field.INFORMALTYPES OF

TYPES OF FORMAL REPORTREPORT:

They can be categorized as:

- Informational reports
- Analytical reports Recommendation reports F

#3

Jonick Corporation
Balance Sheet
June 30, 2014

ASSETS			
Current assets:			
Cash		$40,000	
Accounts receivable	$28,000		
Less: Allowance for doubtful accounts	3,000	25,000	
Merchandise inventory		60,000	
Supplies		18,000	
Prepaid rent		12,000	
Prepaid insurance		6,000	
Prepaid taxes		4,000	
Note receivable		2,000	
Total current assets		$167,000	
Fixed assets:			
Equipment	$16,000		
Less: Accumulated depreciation	2,000	14,000	
Van	30,000		
Less: Accumulated depreciation	5,000	25,000	
Building	200,000		
Less: Accumulated depreciation	70,000	130,000	
Land		110,000	
Total fixed assets		279,000	
Intangible assets:			
Patents		14,000	
Total assets		$460,000	

LIABILITIES			
Current liabilities:			
Accounts payable	$14,000		
Unearned fees	13,000		
Wages payable	12,000		
Salaries payable	11,000		
Taxes payable	10,000		
Interest payable	9,000		
Notes payable	8,000		
Sales tax payable	7,000		
Social security tax payable	6,000		
Medicare tax payable	5,000		
Federal withholding tax payable	4,000		
State withholding tax payable	3,000		
Federal unemployment tax payable	2,000		
State unemployment tax payable	1,000		
Total current liabilities		$105,000	
Long-term liabilities:			
Mortgage note payable	$56,000		
Bonds payable	40,000		
Less: Discount on bonds payable	(6,000)		
Total long-term liabilities		90,000	
Total liabilities		$195,000	
STOCKHOLDERS' EQUITY			
Common stock		$80,000	
Paid-in-capital in excess of par - common stock		34,000	
Preferred stock		50,000	
Paid-in-capital in excess of par - preferred stock		18,000	
Paid-in-capital from sale of treasury stock		13,000	
Retained earnings		90,000	
Treasury stock		(20,000)	
Total stockholders' equity		265,000	
Total liabilities and stockholders' equity		$460,000	

#2

Jonick Corporation
Retained Earnings Statement
For the Month Ended June 30, 2014

Retained earnings, June 1, 2014			$60,000
Net income		$40,000	
Less: Cash dividends	$6,000		
Stock dividends	4,000	10,000	
Increase in retained earnings			30,000
Retained earnings, June 30, 2014			$90,000

OR

#1

Jonick Corporation
Income Statement
For the Month Ended June 30, 2014

Operating REVENUES:			
Fees Earned		$200,000	
Sales	$150,000		
Less: Sales returns	10,000		
Less: Sales discounts	5,000		
Net sales	135,000		
Cost of merchandise sold	55,000		
Gross profit		80,000	
Gross operating revenues			$280,000
Operating EXPENSES:			
Salaries expense		$25,000	
Wages expense		22,000	
Rent expense		20,000	
Insurance expense		19,000	
Supplies expense		18,000	
Advertising expense		17,000	
Maintenance expense		16,000	
Depreciation expense		15,000	
Taxes expense		14,000	
Utilities expense		13,000	
Payroll tax expense		12,000	
Bad debt expense		11,000	
Bank card expense		10,000	
Vehicle expense		9,000	
Delivery expense		8,000	
Amortization expense		7,000	
Miscellaneous expense		6,000	
Total operating expenses			242,000
Net income from operations			$38,000
Other revenue and expenses:			
Interest revenue		$5,000	
Interest expense		(4,000)	
Gain on sale of equipment		3,000	
Loss on redemption of bonds		(2,000)	2,000
Net income			$40,000

MAL

yy

Self check

Select the best response for the following statements.

1. Using the Sort feature in a table sorts selected content in which of the following orders?

a) Ascending

b) Descending

c) Alphabetical order

d) All of the above

2. Combining two or more cells into one cell uses a Word feature called:

a) Split Cells

b) Merge Cells

c) Merge All Cells

 d) Merge Selected Cells

3. Built-in preformatted tables that can be inserted and used in your documents are called:

a) Table Style Options

 b) Tables

c) Quick Tables

d) Insert Tables

4. Sorted data can consist of which of the following?

 a) text b.

b) numbers

c) dates

d) All of the above

5. The first row of a table that is formatted differently than the rest of the table and contains information to identify the data in the column is called

a) total row

b) banded column

 c) header column

d) header row

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Developers' profile

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5	Tilahun Walde	BA	Accounting & finance	Afar Adadle PT	0942817075	Telegram
6	Mokanant Mulu	MSc	Accounting & finance		0975105823	Telegram
7						