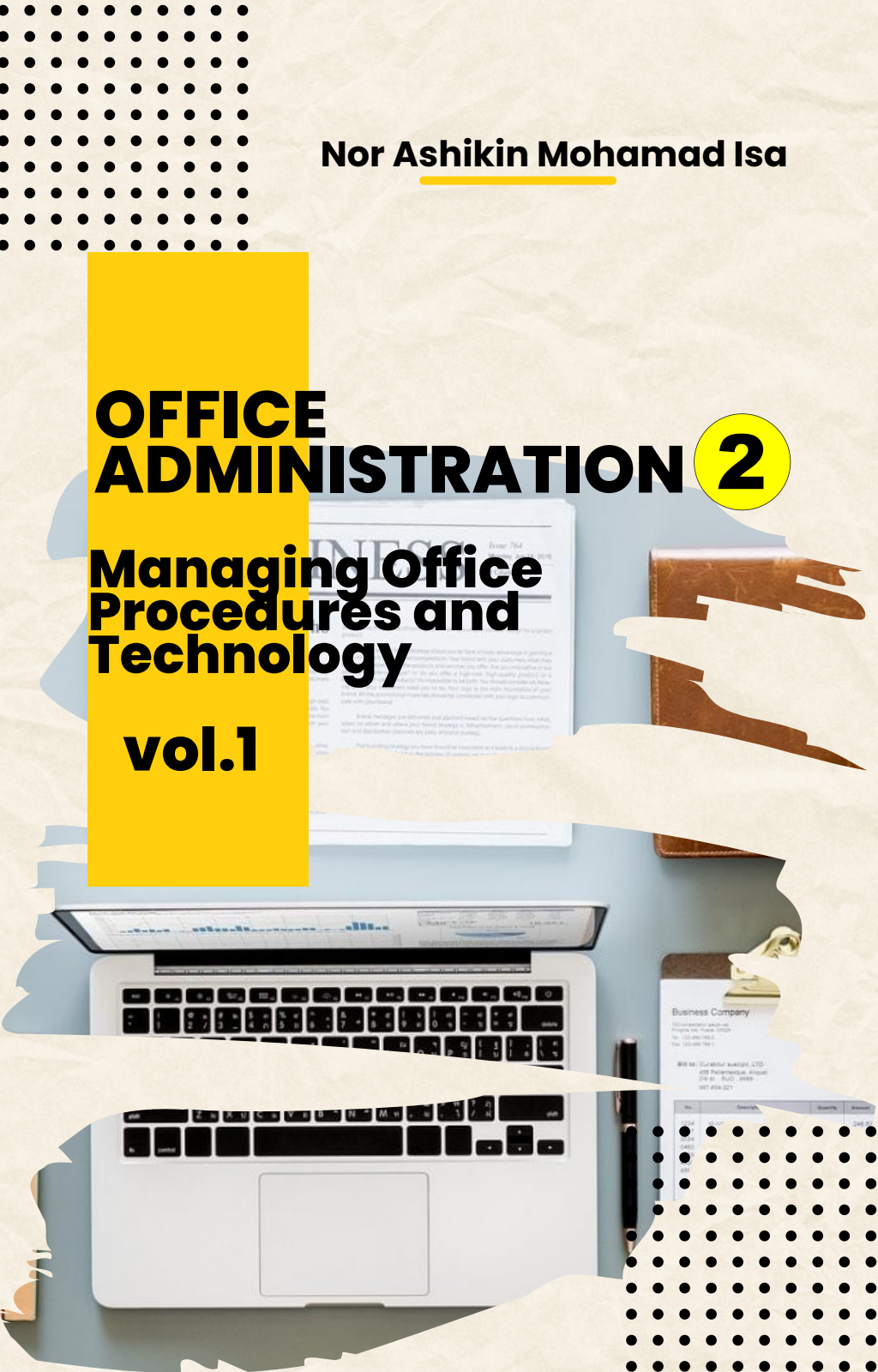


Nor Ashikin Mohamad Isa

OFFICE ADMINISTRATION 2

Managing Office Procedures and Technology

vol.1



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OFFICE ADMINISTRATION 2 Vol. 1
Managing Office Procedures and Technology

NOR ASHIKIN BINTI MOHAMAD ISA

2023
JABATAN PERDAGANGAN

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ACKNOWLEDGEMENT

I would like to thank The Almighty Allah s.w.t for enabling me to finish this book, Office Administration 2 Series 1: Managing Office Procedures and Technology.

I would also like to express my gratitude to all the individuals and groups that made it possible for this book to be published. The Commerce Department, Politeknik Tuanku Syed Sirajuddin, Perlis, and all other parties involved directly or indirectly in the publication process are among the parties. I also want to express my gratitude to my family members for their support, tolerance, and words of encouragement.

Finally, i would like to wish the readers happy reading and express my regret for any mistakes and omissions. I anticipate that everyone, especially Polytechnics, will benefit from this e-book. Student in order for them to have a greater understanding of Office Administration and knowledge of an office secretary.

NOR ASHIKIN BINTI MOHAMAD ISA

PREFACE

This book is intended to serve as a frame of reference for students pursuing a Polytechnic diploma in secretaryship as well as those pursuing a business or related major. The book is also beneficial to individuals who want to learn more about office administration.

The first series of the book is divided into two chapters that cover the material covered by the Malaysia Polytechnics' adaptation of the Office Administration 2 course syllabus. Students are helped to develop the necessary skills for managing an office operation while using technology and office procedures as a secretary.

Finally, I hope that this book will help students and those who have used it as a reference, whether directly or indirectly. I hope this book will be helpful in assisting them in achieving a superb result at the final examination.

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CHAPTER 1 OFFICE COMPETENCIES



CHAPTER 1 explain the office competencies needed for employment and explain the appropriate procedures in developing office competencies. Office competencies are a requirement for many workers in performing their jobs. These competencies are discussed in relation to basic skills and job opportunities.

LEARNING OUTCOME:

At the end of this chapter, students should be able to:

1.1 Explain the office competencies needed for employment

1.1.1 Explain the national overview of employment

1.1.2 Explain office competencies

- a. Word processing
- b. Data processing
- c. Information Management and Transmission
- d. General Managing and Communicating

1.1.3 Discuss the prospects for employment where office competencies are valuable

1.2 Explain the appropriate procedures in developing office competencies

1.2.1 Discuss the issues that affect achieving company goals

- a. Total Quality Management
- b. Continuous Improvement
- c. Ethical Standards
- d. Responsible Teamwork
- e. Global Marketplace
- f. Diversity

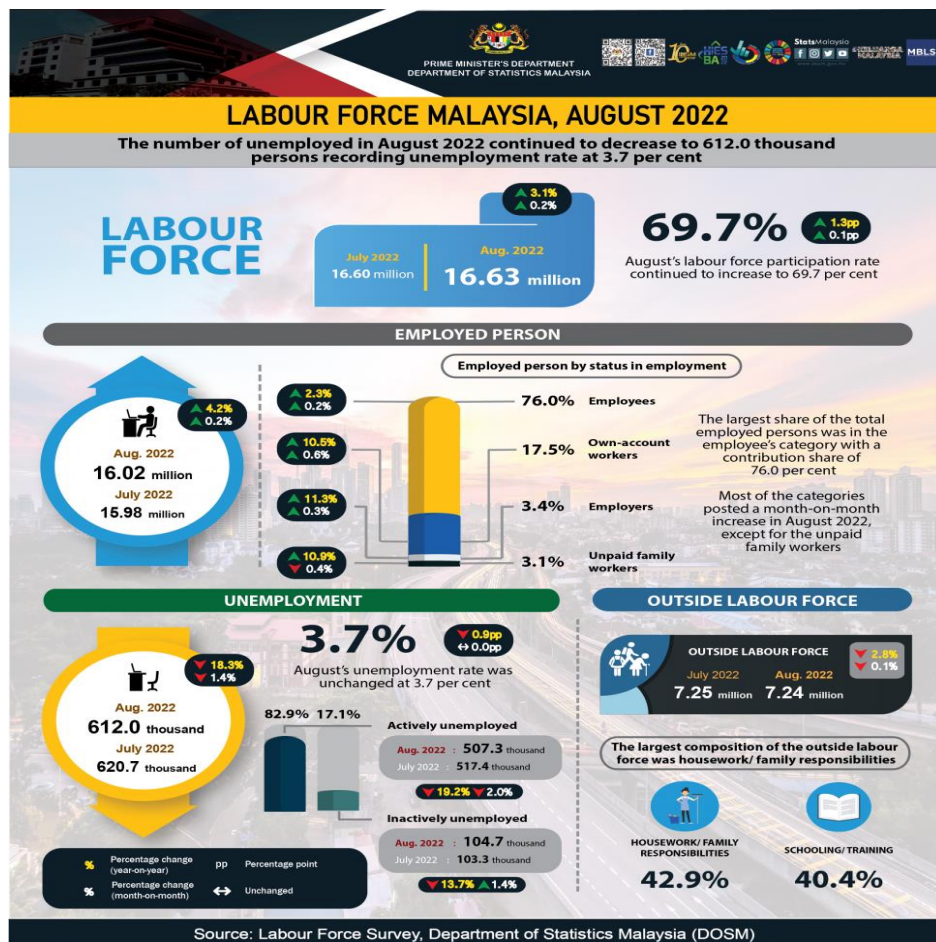
CHAPTER 1 OFFICE COMPETENCIES

1.2.2 Discuss the general expectations for workers

- a. Productivity
- b. Cooperativeness

1.2.3 Explain strategies for developing office competencies

NATIONAL OVERVIEW OF EMPLOYMENT



According to Key Statistics of Labour Force in Malaysia (2022), The number of people who are employed increased by 0.2%, or 39.3 thousand people, bringing the total to 16.02 million (July 2022: 15.98 million). According to economic sector, the number of people employed in the services industry continued to rise, especially in the food and beverage, wholesale and retail, and administrative and support service industries. While employment in the agricultural and mining & quarrying sectors continued to decline, a similar trend was seen in manufacturing and construction.

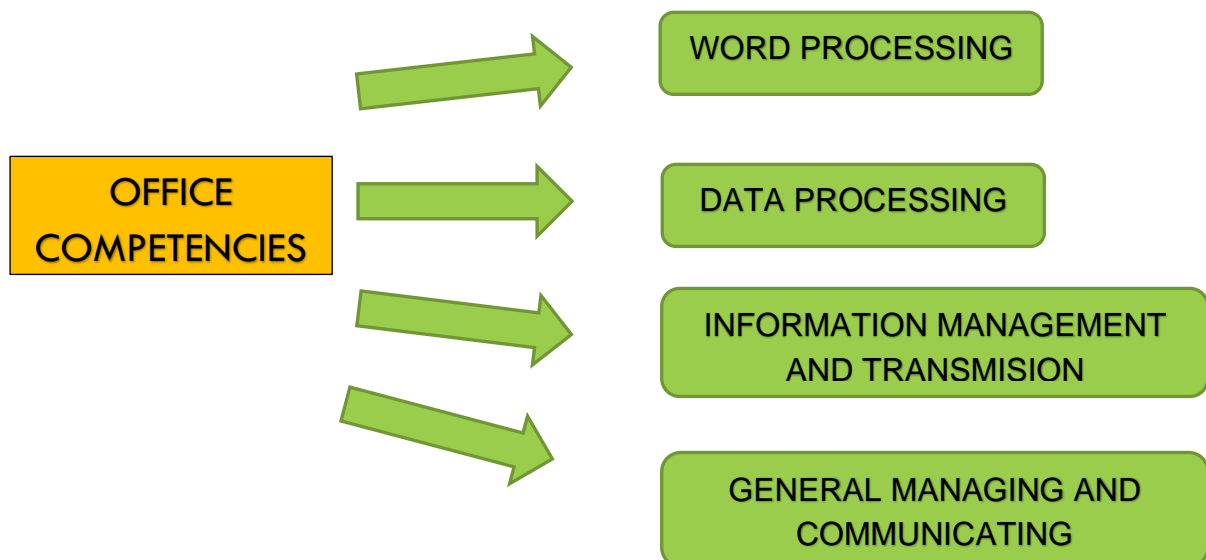
CHAPTER 1 OFFICE COMPETENCIES

According to Chief Statistician Datuk Seri Dr Mohd Uzir Mahidin, (2023) based on Labour Market Review First Quarter 2023 released by the Statistics Malaysia Department, the steady decline in the unemployment rate and the rise in employment possibilities demonstrate the labor market's positive momentum and lay the groundwork for sustained consumer spending and economic growth. Malaysia is well-positioned to take advantage of new prospects by creating an environment that encourages corporate growth and investing in labor capabilities.

OFFICE COMPETENCIES

Office competencies cover a wide range of tasks. However, four significant types of tasks based on fundamental competencies capture the essence of office work.

These include:



WORD PROCESSING

Definition of Word Processing:

is creating written documents such as letters or reports by using software programs and computers. Usually, these documents are shared in printed form.

1. Microsoft word is the word processing software that can be used to produce documents include newsletters, brochures, and forms.

CHAPTER 1 OFFICE COMPETENCIES

WORD PROCESSING

2. The aim of skill development in this area is the effective use of a computer in the preparation of various types of documents. The **essential skills** are:

Keyboarding with speed and accuracy

Knowledge and skill in use of software programs

Skill in formatting and proofreading documents

A large vocabulary

Proficiency with grammar, punctuation, and spelling

Ability to learn special vocabularies

Ability to follow instructions

Skill in preparing copy from audio recordings, if employed as a transcriptionist

Skill in dictating text

3. Word processing skills are needed by many workers. Technical personnel, such as engineers, advertising designers, architects, and public relations specialists are employees likely to use word processing in their work.
4. Typist, word processor, and transcriptionist are some office support staff work full-time handling word processing and basic desktop publishing activities.
5. Office support workers who quickly learn new software may be promoted to a supervisory or training job.

DATA PROCESSING

Definition of Data Processing:

is collecting, organizing, analyzing, and summarizing data. The data is generally in numeric form.

1. Computer applications for statistical analysis or spreadsheets are typically used for this kind of work.

CHAPTER 1 OFFICE COMPETENCIES

DATA PROCESSING

2. We might imagine that word processing deals with text, while data processing deals with numbers. However, the two procedures frequently overlap.
3. Essential skills for workers who handle data processing activities are the following:
 - Proficiency with spreadsheet, database, and related software programs
 - Knowledge of arithmetic processes and statistical methods
 - Ability to be consistently accurate
 - Knowledge of methods of organizing and analyzing data
 - Ability to interpret data
 - Ability to prepare reports that give information in a meaningful way
 - Ability to maintain an organized workstation
4. Workers in different kinds of businesses, including accountants, budget analysts, brokers, insurance salespeople, and many more, interact with data and provide reports using data processing.
5. The category of data processing continues to employ a large number of people. They consist of professionals in specific fields, such as accounts payable, billing, order, payroll, and shipping clerks.

INFORMATION MANAGEMENT AND TRANSMISSION

Definition of Information Management and Transmission:

Information management refers to organizing, maintaining, and accessing data.

Transmission refers to sharing information both within and outside the Organization.

CHAPTER 1 OFFICE COMPETENCIES

INFORMATION MANAGEMENT AND TRANSMISSION

1. Essential skills considered basic in this category include considerable variety:

Ability to find the information needed

Ability to maintain or develop an information system

Ability to give attention to details

Ability to use established procedures

Knowledge of records management principles and basic filing rules

Good keyboarding skills

Proficiency in working with databases

Ability to meet deadlines and solve problems

Ability to work with others

2. Many different types of workers require these skills. Buyers, real estate brokers, and property managers need to have personnel with well-organized information systems.

3. Data must be immediately updated and shared in this area of work. Hotel front desk staff, mailroom staff, records staff, travel staff, and communications center operators are typical positions in this category.

GENERAL MANAGING AND COMMUNICATING

Definition of General Managing and Communicating:

General Managing refers to handling work time and tasks efficiently, creating and monitoring schedules, and tracking and reporting the progress of tasks or projects.

Communicating refers to communication with customers and co-workers is a common activity for many types of workers in a company.

CHAPTER 1 OFFICE COMPETENCIES

GENERAL MANAGING AND COMMUNICATING

1. The essential skills and knowledge needed to handle the activities in this category are varied. In general, they include the ability to:

- Establish priorities
- Establish schedules and meet deadlines
- Work in teams
- Motivate others to complete work
- Use a personal computer and manage files
- Handle telephone calls effectively
- Give attention to several tasks at the same time
- Determine the time required for completion of tasks
- Communicate effectively both orally and in writing

2. For a variety of workers, communication and general management abilities are essential. Examples of employees who require these talents include executives, salespeople, and office support personnel.

3. Many office professionals perform tasks that fall under the general heading of managing and communicating. Administrative assistant, secretary, customer service representative, receptionist, and general office assistant are among the most popular positions.

4. This group of jobs includes those that call for specific training. For instance, a secretary might need to have advanced information processing abilities. Receptionists need to feel comfortable greeting and conversing with a wide range of people.

6. General assistants are taught to manage the unique requirements of the workplaces where they work. Afterward, they take the initiative to finish jobs properly.

CHAPTER 1 OFFICE COMPETENCIES

JOB PROSPECT

1. Once you have graduated from high school, you can apply for several employment.
2. Some business is offered On-the-job training to help employees get ready for new tasks or methods of working.
3. Colleges and business institutions offer degree and continuing education programs. Continuing your education will improve your job-related abilities.

CHAPTER 1 DEVELOPING OFFICE COMPETENCIES



CHAPTER 1 explain the office competencies needed for employment and explain the appropriate procedures in developing office competencies. Office competencies are a requirement for many workers in performing their jobs. These competencies are discussed in relation to basic skills and job opportunities.

LEARNING OUTCOME:

At the end of this chapter, students should be able to:

- 1.1 Explain the office competencies needed for employment
 - 1.1.1 Explain the national overview of employment
 - 1.1.2 Explain office competencies
 - a. Word processing
 - b. Data processing
 - c. Information Management and Transmission
 - d. General Managing and Communicating
 - 1.1.3 Discuss the prospects for employment where office competencies are valuable
- 1.2 Explain the appropriate procedures in developing office competencies
 - 1.2.1 Discuss the issues that affect achieving company goals
 - a. Total Quality Management
 - b. Continuous Improvement
 - c. Ethical Standards
 - d. Responsible Teamwork
 - e. Global Marketplace
 - f. Diversity

CHAPTER 1 DEVELOPING OFFICE COMPETENCIES

1.2.2 Discuss the general expectations for workers

- a. Productivity
- b. Cooperativeness

1.2.3 Explain strategies for developing office competencies

GOALS INFLUENCE EXPECTATIONS FOR ALL EMPLOYEE

1. Making a profit is one of the main objectives of most companies. Businesses forecast the level of earnings, the emergence of new markets, the introduction of novel goods, or the enhancement of customer support.
2. The goals set by the company affect the work of all employees.
3. How successfully a corporation achieves its objectives depends on factors including quality management, customer satisfaction, and teamwork. These issues must be the concerns of all employees.
4. There are 6 issues that affect the company in achieving the company goals include:



CHAPTER 1 DEVELOPING OFFICE COMPETENCIES

TOTAL QUALITY MANAGEMENT (TQM)

Definition of Total Quality Management:

TQM means establishing and maintaining high standards in how work is done and in the creation and delivery of goods and services.

1. The thrust of TQM is that quality management is everyone's responsibility. All areas of the company must adhere to quality standards.
2. Quality standards apply throughout the organization.
3. One way to remain competitive is by implementing total quality management (TQM). It involves using data, effective communication, and strategy to integrate quality into employees and the entire organization.
4. TQM is designed to improve customer satisfaction, supply chain management, and train employees.
5. **Example:** An excellent example of TQM is Toyota Motor Corporation. The company has been recognized as a leader in TQM for many years. Toyota has implemented several TQM principles and practices through the **Kanban System**, making its assembly line more efficient.
 - Kanban is a visual system used to manage and keep track of work as it moves through a process.
 - The strategy was developed as a result of Toyota's research into British supermarkets, which gave rise to the notion of using shelf-stocking methods on the production floor. Toyota observed that merchandise was only refilled on store shelves when there was a visual signal, in this example an empty space on the shelf. This was done to fulfill consumer demand and inventory.

CHAPTER 1 DEVELOPING OFFICE COMPETENCIES

Toyota started using this strategy in their primary machine shop in 1953. Later, kanbans evolved into a visual production tracking system.

➤ **How Kanbans works?**

Kanban starts with the customer's order and follows production downstream in the manufacturing industry. Kanban is essentially a card with an inventory number that is fastened to a component. The kanban card is detached just before the component is installed and sent higher up the supply chain as a request for an alternative component. A part is only made (or ordered) in a lean production setting if a kanban card is present. Kanban is referred described as a "pull system" since all requests for parts are pulled from the order.



Kanban in Healthcare

CONTINUOUS IMPROVEMENT

1. Definition of **Continuous Improvement**:

Continuous Improvement means being alert at all times to ways of working more productively. This concept overlaps the principles of TQM.

2. Every employee is urged to participate in efforts to improve continuously.

3. Examining the work being done and the process by which it is being done is the

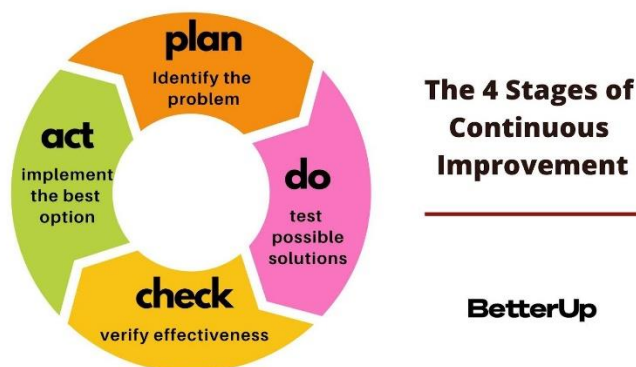
CHAPTER 1 DEVELOPING OFFICE COMPETENCIES

first step in continuous improvement.

4. Many times, improvements are achievable. Workers are encouraged to think imaginatively about changes by adopting the mentality expressed in the question, "Could this be done in a better way?"

5. **Example:** Optimizing Process

- A marketing team has a set procedure for getting in touch with a new customer. To better understand the client's needs, one of the procedures entails posing a number of questions. But occasionally, during this stage of the procedure, clients gave ambiguous responses or took a long time to reply to emails. After realizing this, the marketing director put into place a new procedure that involved emailing each client a survey with easy access to all the required questions. Due to this, more potential clients responded, and the team received well-rounded responses.



Example: Recognize cause and effect

- A sales team realizes that they have fallen short of their quarterly quota. The team's salespeople had trouble retaining the interest of prospective customers. Each employee's explanation of their sales strategy is requested by the team manager, who finds various opportunities for improvement. The

CHAPTER 1 DEVELOPING OFFICE COMPETENCIES

manager chooses to retrain the sales team to use new techniques for speaking with clients in order to produce breakthrough progress. The sales team achieves a 10% quota exceedance in the next quarter.

ETHICAL STANDARD

Definition of ethical standard:

Ethical standard requires honesty, fairness, and justice in all business dealings. These qualities provide a foundation of trust.

- **A standard** is a level of quality or achievement, especially a level that is thought to be acceptable.
 - **Ethical** means relating to beliefs about right and wrong.
1. Company leaders should make clear their attitude toward standards of ethical behaviour.
 2. Companies have created what are known as **codes of ethics** or **codes of conduct** for their personnel. All employees are informed of these codes. Usually, when a new employee joins the company, they are told about the code of conduct.
 3. Example of Business code of ethic:
 - **Apple's** ethics mission statement is called "**Ethics and Compliance.**" It is short and to the point:

"Apple conducts business ethically, honestly, and in full compliance with the law. We believe that how we conduct ourselves is as critical to Apple's success as making the best products in the world. Our Business Conduct and Compliance policies are foundational to how we do business and how we put our values into practice every day."

CHAPTER 1 DEVELOPING OFFICE COMPETENCIES

- This code of ethics also ends with a great quote from CEO Tim Cook:
"We do the right thing, even when it's not easy."

4. Companies also have protocols in place for dealing with ethical standards violations. Employees who are found to have broken the code of ethics may face disciplinary action. An employee may be immediately fired for persistent offenses or really significant ones.

RESPONSIBLE TEAMWORK

Definition of ethical standard:

Teamwork involves combining the efforts of two or more people to accomplish a task or achieve a goal.

1. Teamwork is a crucial element of any organisation, where it's necessary for employees to work well together. Effective teamwork means being accountable and owning your responsibilities
2. Each team member needs to be aware of the objectives in order for the group to work well. Each team member must take ownership of carrying out their responsibilities and maintain open lines of communication with other team members.
3. Benefit of teamwork:
 - Improve employee retention because employee feel like they engaged with their practice's goals and tend to stay.
 - Increased employee morale and well being

CHAPTER 1 DEVELOPING OFFICE COMPETENCIES

GLOBAL MARKETPLACE

Definition of Global Marketplace:

The global marketplace refers to the exchange of goods, services, and labour across global markets, unencumbered by international borders.

1. By expanding globally, a business enjoys a range of benefits it wouldn't otherwise have access to domestically.
2. Advantages of global marketplace:
 - Expanded market share
 - Higher profitability
3. Globalization, however, also enables businesses to thrive during economic uncertainty, diversify their personnel, take advantage of cutting-edge solutions, and cut operating expenses.
4. Moving into the global marketplace affects how companies do business such as:
 - Employees are required to visit foreign nations.
 - Employees of the Company who reside abroad may go to the United States.
 - Web site content, promotional materials, and product instructions must all be available in a variety of languages.
 - All employees must be aware of cultural differences. They must have effective communication with people from various countries.
 - Employees need to be familiar with different time zones, resources for travel-related information, and venues where visitors can stay and work abroad.



CHAPTER 1 DEVELOPING OFFICE COMPETENCIES

DIVERSITY

Definition of **Diversity**:

Diversity means having a workforce with people from a wide range of ethnic and cultural backgrounds. Many companies seek to have diversity at all levels.

1. In some companies, a diversity coordinator collects data about the company's hiring and promotion policies. Additionally, this person monitors the company's success in meeting its diversity objectives.
2. Employees are expected to treat customers and employees of all backgrounds with respect.
3. Training initiatives are carried out to make staff members aware of concerns relating to diversity.
4. A diverse is one in which everyone feels *equally* included in and supported in all parts of the workplace, regardless of who they are or what they do for the company. The phrase "all areas" is crucial.
5. Research has shown many benefits of a diverse and inclusive workplace:
 - Higher revenue growth
 - Greater readiness to innovate
 - Increased ability to recruit a diverse talent pool
 - 5.4 times higher employee retention

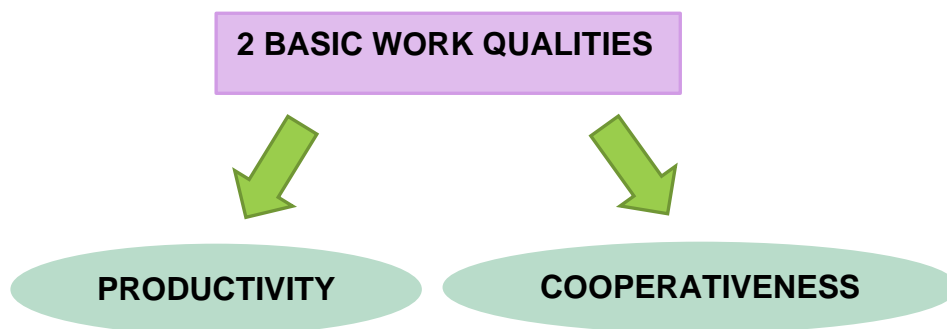
Employees with different backgrounds and new perspectives help businesses meet the needs of diverse customers.



CHAPTER 1 DEVELOPING OFFICE COMPETENCIES

GENERAL EXPECTATION FOR EMPLOYEES

A company expects the same basic work qualities in all employees. The way these qualities are shown will depend on the nature of the employee's work. Productivity and Cooperativeness are important qualities for all employees.



PRODUCTIVITY

Definition of **productivity**:

Productivity is demonstrated by doing an appropriate amount of work on time and according to instructions.

1. Employers anticipate reasonable output from their employees. It is frequently impractical to set precise, quantifiable standards for a single workday.
2. However, managers believe that a certain amount of output is appropriate for an employee. It's crucial to stick to a schedule that guarantees you'll finish the workload demanded of you.
3. Some supervisors occasionally have casual conversations with their staff members on productivity. Other managers anticipate that employees will determine on their own what adjustments are required to increase productivity. It's crucial to make sure you will finish the quantity of work required of you.

CHAPTER 1 DEVELOPING OFFICE COMPETENCIES

4. Managers and executives identify the following barriers to high productivity for employees:

- Talking with friends by telephone
- Chatting with co-workers for long periods of time
- Failing to maintain an organized workstation
- Failing to set priorities
- Moving from task to task before any one is completed

COOPERATIVENESS

1. **Cooperative** is an important quality for all employees. Employees must be prepared to learn new skills and handle new tasks as circumstances change.
2. As circumstances change, employees must be ready to pick up new abilities and manage new jobs.
3. Although most office workers have job descriptions, these descriptions rarely include all of the duties that an employee will perform while on the job.
4. Workers who think their duties should be limited to what is specified in their job descriptions are ineffective.

CHAPTER 1 DEVELOPING OFFICE COMPETENCIES

GENERAL EXPECTATION FOR EMPLOYEES

1. Developing office competencies is crucial for personal and professional growth.
2. These competencies include a wide range of skills and abilities that are essential for success in an office environment.
3. Some strategies that can help you develop and enhance your office competencies:
 - **Self-Assessment:** Start by evaluating your current skill set and identifying areas where you need improvement. This can be done through self-assessment or by seeking feedback from colleagues and supervisors.
 - **Set Clear Goals:** Define specific and measurable goals for developing your office competencies. Having clear objectives will help you stay focused and motivated.
 - **Continuous Learning:** Commit to lifelong learning. Stay up-to-date with industry trends, software tools, and best practices related to your role. Take courses, attend workshops, and read relevant books and articles.
 - **Mentorship and Coaching:** Seek out mentors or coaches who can provide guidance and support in developing your competencies.
 - **Practice and Application:** Apply what you've learned in real-world situations. The more you practice your skills, the more proficient you'll become.
4. Remember that developing office competencies is an ongoing process.
5. Continuously investing in your skills and abilities will not only benefit your career but also contribute to the success of your organization.

CHAPTER 1 DEVELOPING OFFICE COMPETENCIES

SIMPLE EXERCISE TOPIC 1

1. The office support staff that provide assistance in handling general administration and communicative activities in organizations are
 - A. Accountant, budget analyst and brokers
 - B. Engineer, advertising designer and architect
 - C. Receiving clerk, payroll clerk and account clerk
 - D. Administrative assistant, secretary and customer service clerk

2. Companies expect all employee to be _____ in efforts to increase productivity and meet company goals.
 - A. Productivity and cooperative
 - B. Hardworking and workaholic
 - C. Thankful and patience
 - D. Sincere and reliable

3. “Having workforce with people from a wide range of ethnic and cultural backgrounds”. This statement refers to:
 - A. Continuous improvement
 - B. Customer satisfaction
 - C. Responsible teamwork
 - D. Diversity

4. List **FOUR (4)** important qualities in the general expectation for employees.

5. Discuss **TWO (2)** issues that affect the companies to achieve the company's goals below:
 - i) Continuous improvement
 - ii) Responsible teamwork

CHAPTER 2 FINANCIAL INFORMATION PROCESS



CHAPTER 2 will learn about procedures used in cash and banking activities. Student will also study basic procedures and reports used in financial management.

LEARNING OUTCOME:

- 2.1 Explain the procedures for processing cash transactions used in the company and understand the safeguards for cash
 - 2.1.1 Discuss the value of internal control for cash handling
 - 2.1.2 Discuss billing procedures and invoices
 - 2.1.3 Explain the process of receiving and making payments
- 2.2 Explain bank deposit and bank account reconciliation
 - 2.2.1 Explain the steps in preparing a bank reconciliation using the bank statement as well as the company's records
- 2.3 Explain the procedure in maintaining a petty cash fund
 - 2.3.1 Discuss the procedures in establishing the fund and making payments
 - 2.3.2 Explain in keeping a record and replenishing the fund
- 2.4 Explain the purpose of a budget, income statement, and balance sheet
 - 2.4.1 Explain in preparing a budget and income statement
 - 2.4.2 Discuss the concepts and procedures related to payroll payment

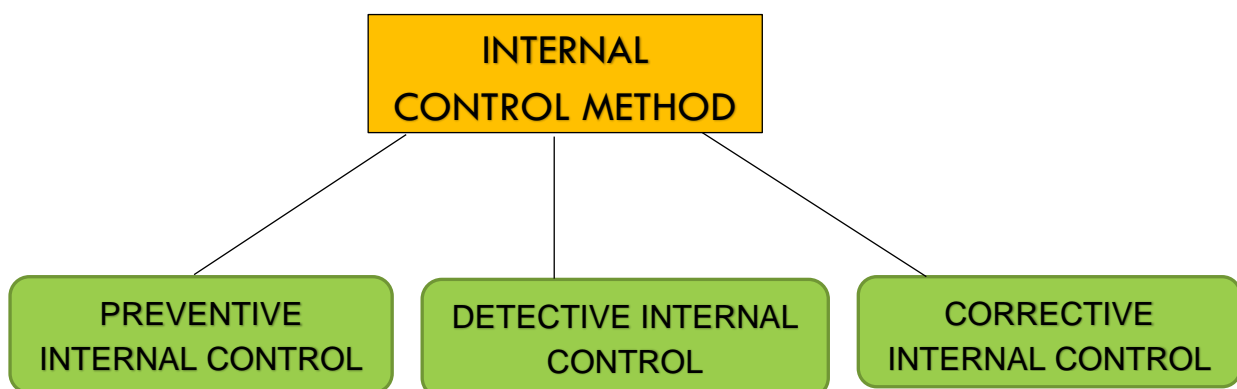
CHAPTER 2 FINANCIAL INFORMATION PROCESS

SAFEGUARDING CASH

1. Cash is valuable asset of the business. It must be safeguard in all its formats.
2. Currency stolen from a business can be spent easily. For example: Checks can be stolen and cashed using forged signatures.
3. The overall method business used to safeguard assets is known as "internal control".

INTERNAL CONTROL METHOD

There are three type of internal control method include:



PREVENTIVE

1. **The goal** of preventive internal controls is to reduce loss of cash due to employee error, fraud, or theft.
2. Preventive internal control is the most important category because it is designed to prevent loss of cash.
3. As an illustration, the financial department typically implements this control by assigning two or more personnel the responsibility of handling cash. This makes it

CHAPTER 2 FINANCIAL INFORMATION PROCESS

easier to make sure that any checks that the business receives are duly deposited and recorded. Accuracy checks aid in error prevention as well.

Processing Customer Payment Checks		
Mail Clerk	Cashier	Accounting Clerk
Delivers checks to cashier	1. Makes a list of checks received 2. Prepares deposit slip and makes bank deposit 3. Forwards list of checks to an accounting clerk	1. Records the customers' payments 2. Verifies that the total of customers' payments equals the total of checks listed

DETECTIVE

1. Detective Internal controls look for losses that have already occurred.
2. Reviewing records and client accounts can reveal losses.
3. Bank reconciliation and auditing are the two methods used to identify losses after they have already happened.
4. Bank reconciliation is an example of this type of detective control. It can be used to find missing deposits or other errors.
5. Audits are performed to determine how effectively internal controls are being implemented. You can be asked to help the staff members who conduct internal audits.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

WORKPLACE CONNECTIONS

Jill Wong, a staff member in the Internal Audit Department, was asked to determine whether the procedures for recording customer payments were being followed. Jill requested a list of the checks that were received on a particular day. She looked at the records for each customer from whom a payment was received on that date to check that the payment was recorded correctly. Jill found no differences between the list of payments and the customers' records. All the procedures were followed correctly, so the audit revealed no problems.

CORRECTIVE

1. Corrective internal control is used to restore assets after a loss has occurred
2. *Modifying poor procedures* that result in a loss and *insurance plan* are the example of a corrective internal control.
3. Losses resulting from employee theft may be compensated using funds acquired from insurance plans.
3. Employee bonding is one strategy for monetary protection. Bonding protects against financial damage brought on by employee fraud or theft. Because the organization that insures bonded employees conducts a background check on the employee's employment history and criminal record, bonding is effective.

BILLING PROCEDURES

1. Customers can either create credit with the seller or pay for products or services when they are delivered.

CREDIT: Permission to pay later for goods or services

CHAPTER 2 FINANCIAL INFORMATION PROCESS

2. The seller then bills the customer periodically for the goods or services. Typically, a ***sales invoice*** or a ***statement of accounts*** serve as the request for payment.

SALES OF INVOICE

1. Sales invoices are typically generated when a business delivers goods or renders services to a client. The products may be shipped along with an invoice.
2. It may be mailed separately to the customer or left with them after a service is completed. Many businesses utilize invoices printed from computer records, however, some are hand written.
3. A sales invoice serves as proof of a customer's contractual duty to pay for goods or services received.
4. In some cases, the details on an invoice might not match what a client requested or anticipated receiving. In this situation, the client has the option to ***postpone payment*** until all outstanding issues are resolved.
5. Invoice include information such as the invoice date, quantities and prices of items purchased and invoice total.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

Shred-Rite Shredder Company		INVOICE		
2200 New Prussia Road Delray Beach, FL 33445-5688 (561) 555-9876		Date: July 17, 20-- Invoice No.: SR 107206 Customer No.: 5690 Ship Via: UPS Ground Terms: 2/10, net 30		
Sold to:		Ship to:		
MR HAROLD LEVITZ LEVITZ OFFICE SUPPLY 1068 WABASHAW COURT FERGUSON KY 42502-4664		Same		
Item No.	Quantity	Description	Unit Price	Total
SR100	10	Personal shredder with waste receptacle	\$89.00	\$890.00
SR200	10	Medium duty console shredder	\$399.00	\$3,990.00
			Subtotal	\$4,880.00
			Shipping & Handling	\$130.00
			Taxes	
			Total	\$5,010.00
			Payment Received	\$0.00
			Amount Due	\$5,010.00

STATEMENT OF ACCOUNT

1. Statement of account gives seller's and buyer's contact information.
2. Statement of account lists unpaid invoices as of a certain date, usually the end of a month.
3. Statement of account provide gentle reminder of amount owed. It Gives the total amount due.
4. Customer can report errors if payment have not been recorded.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

WORKPLACE CONNECTIONS

Paducah Builders, a company that builds houses, has several workers who pick up materials at a building supply store. When a worker picks up items at the store, the worker signs a form to show who picked up the items. He or she also receives an invoice for the items. This invoice is forwarded to the company's business office. The seller sends a statement of account at the end of the month listing all the invoices. Paducah Builders pays all the invoices for the month with one check, which is more convenient than paying the invoices separately.

STATEMENT OF ACCOUNT

Shred-Rite Shredder Company

2200 New Prussia Road
Delray Beach, FL 33445-5688
(561) 555-9876

Date: July 31, 20--
Customer No.: 5690
Terms: 2/10, net 30

Customer:

MR HAROLD LEVITZ
LEVITZ OFFICE SUPPLY
1068 WABASHAW COURT
FERGUSON KY 42502-4664

Invoice No.	Invoice Date	Invoice Total
SR 107005	July 2, 20--	\$849.32
SR 107006	July 2, 20--	\$1,150.00
SR 107150	July 6, 20--	\$3,090.49
SR 107206	July 17, 20--	\$5,010.00
Total Due		\$10,099.81

RECEIVING PAYMENT

1. Some companies, employee in an account receivable department process payment.
2. Some payment in this department handle cash drawer and other workers prepare and make bank deposits.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

HANDLING A CASH DRAWER

1. Cash drawer is assigned to employee who deal with customer in person, receiving payment or making change.
2. It contains currency and coin, as transaction completed, currency, coin, checks, credit card and debit card receipt from customer payment will be added to the drawer.
3. Each sale recorded in cash register either in paper or electronically.
4. The employee must “prove cash” when the cash drawer is turned in.

PROVE CASH: to prove cash employee would add total sales + beginning balance and the total should match the amount in the cash drawer.

5. In some business, employees may be required to list the contents of the drawer in full by kind of item (cash, coins, cheques, and bank card receipts).
6. In some businesses, if the cash drawer is out of balance, the employee must pay the shortage.

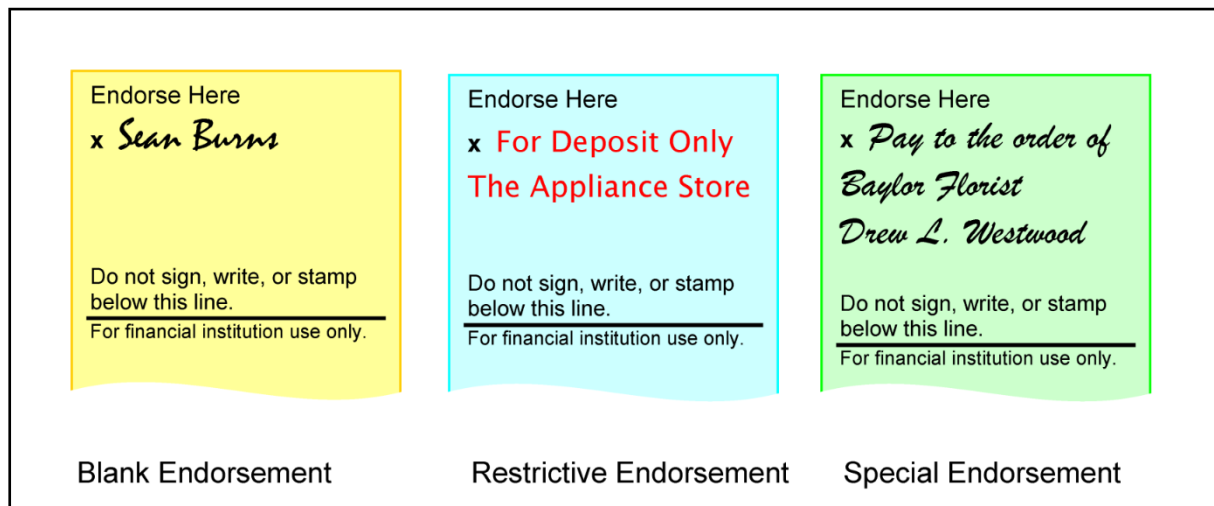
PREPARING DEPOSIT

1. Commonly deposit cash in a bank shortly after it is received.
2. Some business made a few times a month because payment is not received Often.
3. Employees who prepare bank deposits should verify that all checks are properly endorsed.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

ENDORSEMENT: a signature or instructions, stamped or written on the back of a checks. It is authorized the bank to cash or deposit the checks

3. Endorsement required before checks is transferred from the company or person to whom the checks are written to another person, company or bank.
4. Some use stamp to endorse the checks.
5. Many checks have an endorsement area printed on the back of the check.



6. 3 types of endorsement:

- i) **Blank endorsement:** the signature of the payee is written on the back of the check. The signature must be in ink. This endorsement provides little protection because anyone who has the check can easily transfer it to another person or cash the check. Generally, use this endorsement only when you are at the bank ready to cash or deposit the check immediately.
- ii) **Restrictive endorsement:** The purpose of the transfer of the check is indicated in the endorsement. For example, the check may be marked For Deposit Only. Restrictive endorsements are often made with a rubber stamp or a stamping machine.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

- iii) **Special endorsement:** the signature of the payee is placed before the name of the person or company to whom the check is being transferred. In some instances, a special endorsement is referred to as an endorsement in full

MAKING DEPOSIT

1. Office workers may make deposits in local banks on a regular basis.
2. Deposit can be made by three ways:
 - i) ATM or Cash deposit machine
 - ii) In person at bank
 - iii) Using lock box address
3. Customers may be instructed by a business to send payments to a bank's lockbox address.
4. A worker in the bank's office processes the deposit and updates the company's bank balance.
5. The bank may transfer data electronically to the company for lockbox payments.
Advantages to using a lockbox to collect payments include:
 - i) Company employees do not have to spend as much time processing checks and preparing deposits
 - ii) Payments are deposited in the company's bank account right away.
 - iii) Having the checks sent directly to the bank improves internal control by reducing the possibility of employee theft or errors.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

MAKING PAYMENT

1. Making payments for your business involves a number of tasks, including reviewing purchase-related paperwork and creating checks and vouchers.
2. Payments should only be given for items or services that have been ordered and received, according to businesses.
3. Employees should review all the documents related to each purchase as below:
 - i. **A purchase requisition** shows the items requested and an approval to make the purchase.
 - ii. **A purchase order** shows exactly what was ordered and to what address it was to be shipped.
 - iii. **A receiving report** shows that goods were actually received by the company.
 - iv. **An invoice** from a vendor shows what is owed for the purchases.
 - v. **A credit memorandum** shows any reduction in the amount owed due to return of goods or to allowance for goods not received or of poor quality.
4. For each purchase, employees should verify that the necessary documentation is in place. All of the documents should include the same information.
5. Payment shouldn't be made until every document has been verified and found to be in agreement.
6. Payment may be given if the forms do not match but there is a valid justification for the differences.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

PREPARING VOUCHER

1. In many offices a **voucher** system is used for payments. This system requires the preparation of a voucher before a check is written.

VOUCHER

Voucher No. 4379

The Lampshade Store
426 Monroe Street
Cedar Falls, IA 50613-3467

Date: October 17, 20--

Pay To: Just Shades
135 Green Street
New York, NY 10003-4689

For the following: (All supporting documents are attached.)

Invoice Date	Terms	Invoice No.	Gross Amount	Discount	Net Payable
10/17---	2/10, net 30	5479	\$4,560.90	\$91.22	\$4,469.68

Payment Approved
Helen Northcut

VOUCHER: is a document that shows the vendor's name, invoice date, terms, and amount owed.

2. The approved voucher serves as the approval to make the payment.
3. There are several steps to be taken in preparing vouchers:
 - i. Check that all the documents related to the purchase are present.
 - ii. Prepare the voucher by double-checking all the information needed on the form.
 - iii. Obtain the authorized signature.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

- iv. Organize the vouchers properly. Ordinarily, vouchers are submitted by the dates by which they must be processed in order to fulfil the deadlines for payments.
- 4. The following terms: 2/10, net 30 stated in voucher means a 2 percent discount may be applied to the invoice amount if payment is made within ten days of the invoice date.
- 5. The whole amount of the invoice is paid if it is paid after the 10th day but before the 30th day. Payment received after the 30-day mark may be subject to a penalty.
- 6. As a result, many companies make an effort to make their payments on time in order to benefit from the discount and prevent late fines.

PREPARING CHECKS

- 1. 3 suggestions for writing checks using check book:
 - i. Pay close attention to the name of the business or person you are paying as well as the check's amount. If you are writing a check early enough to benefit from a discount, figure out the discount with a calculator.
 - ii. Complete the check register or the stub from the check book.
 - iii. Get the check ready. The sum is written both in words and numbers.
- 2. Voucher checks are ordinary checks that provides the payment's description.
- 3. Before the cheque is deposited, the voucher is removed.
- 4. The procedures for preparing voucher checks are the same as those for ordinary checks except that you also fill in the voucher portion rather than merely indicating the purpose of the check.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

PREPARING CHECKS

1. 3 Special checks that provide guarantee of payment are used by businesses as below:

- i. **A Certified check** is an ordinary check that the bank marks “certified” after establishing that the funds are in the account of the party drawing the check. The funds are immediately subtracted from the depositor’s account.
- ii. **A cashier’s check** is a check written by a bank on its own funds. Such a check can be purchased with cash or with an ordinary check.
- iii. **A bank draft** is an order drawn by one bank on its deposits in another bank to pay a third party. Such a draft can be purchased with cash or with an ordinary check.

BANK RECONCILIATION

BANK RECONCILIATION: a report used to compare bank and company account records

1. This document is prepared using a statement from the bank as well as your own company’s records.

2. Purpose of bank reconciliation are:

- i. Determine that all deposits made have been recorded by the bank, as indicated on the bank statement.
- ii. Verify that all the checks that cleared the bank were written by authorized persons in the company.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

- iii. Determine which checks have not yet cleared the bank.
- iv. Identify additional bank charges, as indicated on the bank statement, that need to be recorded in the books of the company.
- v. Determine the cash balance as of the date of the bank statement.

3. Steps in preparing bank reconciliation are:

- i. Compare the ending balance on last month's bank reconciliation with the beginning balance on this month's bank statement.
- ii. Record on your reconciliation worksheet the balance in your check register as of the last day of the month.
- iii. Record the ending balance as shown on the bank statement.
- iv. Compare each deposit shown on the bank statement with the deposits recorded on the check register.
- v. Arrange in numeric order the checks returned with the bank statement.
- vi. Compare the amount of each check with that shown on the bank statement.
- vii. Compare each cancelled check with related information in the check register.
- viii. Record on your worksheet the number, date, and amount for each check that was written but had not cleared as of the bank statement date.
- ix. Review last month's outstanding checks as listed on the bank reconciliation to determine which ones are still outstanding.
- x. Record on your worksheet any charges shown on the statement that are not recorded in your company's records.
- xi. Complete the calculations required on your worksheet. Note that the two balances are the same in the reconciliation.
- xii. Prepare a clean, correct copy of the bank reconciliation.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

MAINTAINING A PETTY CASH FUND

PETTY CASH: Money kept on hand for paying small expenses

1. Petty cash money used to pay for small expenses such as postage, taxi fares and delivery services.
2. Range of funds for petty cash are from \$20 to as much as \$1,000.
3. There are 4 steps in maintaining petty cash fund:
 1. Establishing the Fund
 2. Making Payments
 3. Keeping a Record
 4. Replenishing the Fund

Establishing the Fund:

- The amount of money to be held in the petty cash fund is decided by company manager.
- A check made payable to the petty cashier, the person in charge of the petty cash, is written once this amount has been approved by the officer in charge of payments.
- When the check is cashed, the petty cashier will hold the money in a currency box with a lock. The key is only accessible by the petty cashier.

Making Payment:

- Every payment made from the petty cash fund is documented completely and accurately by the petty cashier
- Every time cash is distributed, petty cash receipt forms are filled out.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

- In offices, the following process is regularly used:
1. Request a sales receipt that details the item purchased and the price paid from each person who requests payment from the petty cash fund.
Payments typically shouldn't be made without a receipt of some form.
 1. Create a receipt for petty cash for each payment. Ask the person who will receive the cash to sign the receipt.
 2. Attach the sales receipt or other document to the petty cash receipt and place these papers in the cash box.

PETTY CASH RECEIPT	
Hardesty Security Systems	
No. <u>42</u>	Date <u>November 17, 20--</u>
	Amount \$ <u>8.75</u>
<u>Eight and 75/100</u>	Dollars
For <u>Postage</u>	
	Received by <u>Wanda Davis</u>

CHAPTER 2 FINANCIAL INFORMATION PROCESS

Keeping a record:

- Recording payments as they are made will make it easier to put up a report at the end of the month or when you need to add more money to the fund.

PETTY CASH RECORD November, 20--								
Date	Receipt No.	Balance	Books	Taxi	Office Supplies	Postage	Art Supplies	Misc.
1-Nov	Beg. Balance	250.00						
6-Nov	39	237.05	12.95					
8-Nov	40	228.55		8.50				
8-Nov	41	220.85			7.70			
11-Nov	42	210.10				10.75		
17-Nov	43	203.65						6.45
19-Nov	44	184.90	18.75					
21-Nov	45	161.90		23.00				
22-Nov	46	150.40		11.50				
24-Nov	47	120.25					30.15	
25-Nov	48	108.80				11.45		
26-Nov	49	90.30			18.50			
29-Nov	50	78.20						12.10
30-Nov	End. Balance	78.20						
Item Totals			31.70	43.00	26.20	22.20	30.15	18.55

Replenishing the fund:

- A petty cash fund needs to be replenished occasionally with cash.
- The fund is replenished when a certain balance is reached.
- This procedure is commonly used in offices:
 1. Count the money in the cash box and total the receipts in the petty cash box.
 2. Compare the petty cash box total to the petty cash receipts total. They should be the same.
 3. Add the amount of the petty cash receipts to the amount of petty cash remaining in the cash box. The total should equal the amount of petty cash you had when you last balanced.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

4. Investigate any differences. Careful attention to managing the petty cash fund will result in few, if any, errors.
5. Prepare a voucher for a check for the amount needed to replenish the fund. Submit your petty cash record report, the receipts, and your check voucher for approval.
6. Once approved, follow up by sending a copy of the report to the Accounting Department and by sending the voucher to the proper office.
7. Cash the check and immediately place the cash in the cash box.

CHAPTER 2 FINANCIAL INFORMATION PROCESS



CHAPTER 2 will learn about procedures used in cash and banking activities. Student will also study basic procedures and reports used in financial management.

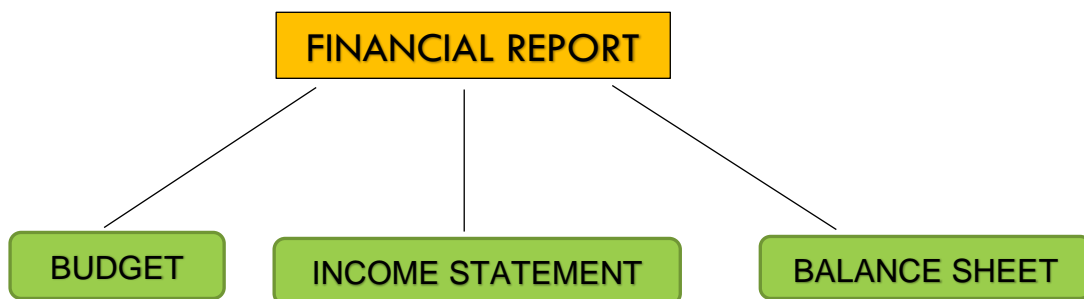
LEARNING OUTCOME:

- 2.1 Explain the procedures for processing cash transactions used in the company and understand the safeguards for cash
 - 2.1.1 Discuss the value of internal control for cash handling
 - 2.1.2 Discuss billing procedures and invoices
 - 2.1.3 Explain the process of receiving and making payments
- 2.2 Explain bank deposit and bank account reconciliation
 - 2.2.1 Explain the steps in preparing a bank reconciliation using the bank statement as well as the company's records
- 2.3 Explain the procedure in maintaining a petty cash fund
 - 2.3.1 Discuss the procedures in establishing the fund and making payments
 - 2.3.2 Explain in keeping a record and replenishing the fund
- 2.4 Explain the purpose of a budget, income statement, and balance sheet
 - 2.4.1 Explain in preparing a budget and income statement
 - 2.4.2 Discuss the concepts and procedures related to payroll payment

CHAPTER 2 FINANCIAL INFORMATION PROCESS

FINANCIAL REPORT

1. Information regarding a company's financial situation can be found in financial reports. They can also display the outcomes of actions.
2. There are three types of financial report include:



BUDGET

1. A budget is a thorough strategy for how a company will use its resources over a specific time period.
2. Budgets are made to make sure the business is moving in the direction indicated by its strategic strategy.
3. The owner or management of a **small business** usually plans and controls the majority of the budget. Meanwhile, in a **large company**, numerous personnel might provide data for a budget.
4. The steps for creating a budget will differ depending on the size and type of business.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

5. It is possible to set separate budgets for completing various projects. A separate budget might be established for a specific category of expenses, such as supplies or travel.
6. There are several steps that can be taken in planning a budget:
 - i. Find out as much as you can about the company's budgeting procedure. Look over the formats. Learn what information is required and when it must be submitted.
 - ii. Prepare a first draft of the budget as soon as the budget information and instructions are received
 - iii. Consider needs in relation to the company priorities for the coming year.
 - iv. Collect data to support your requests for example data about costs for new equipment or a recommended salary for a new employee.
 - v. Be prepared to answer questions related to the data you helped prepare

MONITORING BUDGET

1. A budget is typically a plan for a specific time period, such as a fiscal year. Therefore, budget reports are created throughout the year.
2. Budget reports assess how much was spent relative to the allocated budget for each category either monthly or quarterly.
3. If costs in any category become excessive, measures are taken to control spending.
4. A year-to-date budget report is sometimes combined with a monthly or quarterly budget report. The amount spent in each category from the budget's start date to the date the report was compiled is shown in the year-to-date report.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

INCOME STATEMENT

1. An income statement is a report that shows the results of operations for a period of time.
2. The gain or loss for the reporting period, together with revenues and expenses, are displayed.
3. A projected income statement is often created as part of a company's plans. This is because, it lists the revenues and expenses the company expects for the reporting period.
3. If **revenues** are **higher than costs**, a **net profit** is generated. If **expenses exceed income**, a **net loss** occurs.

BALANCE SHEET

1. A balance sheet is a report that shows the condition of a company as of a specific date.
2. This report shows the assets, liabilities, and owner's equity or capital projected for the end of the plan period.

ASSET: all the goods and property owned by the firm

LIABILITIES: The debts owed by the business firm

OWNER'S EQUITY: is essentially the owner's rights to the assets of the business. It's what's left over for the owner after you've subtracted all the liabilities from the asset firm

CHAPTER 2 FINANCIAL INFORMATION PROCESS

CAPITAL: refers to any financial assets a company has, it includes cash equivalents as well, such as stocks and investments. Capital can also include a company's facilities and equipment.

PAYMENT FOR WAGES AND SALARIES

PAYROLL: is a list of the amount of salary, wages, or other payments for work due to employees

1. Payroll information needs to be accurate and kept private.
2. The procedures used to handle the payroll vary depending on the size of the workforce.
3. Common tasks related to handling a payroll include:
 1. Keeping employee payroll records up to date.
 2. Calculating deductions and changes in salary, commissions, or overtime.
 3. Updating attendance, vacation, and sick leave data.
 4. Processing, printing, and distributing pay checks.
 5. Creating tax reports related to payroll that must be submitted to local, state, and federal agencies.

COMPENSATION PLAN

1. In some companies, all employees are compensated in the same way.
2. In other companies, different plans may be used for different groups of workers.
The typical ones include **salary, hourly, commission, and combination plans.**
3. **In salary Plan:** The employee is paid a certain amount per week, month, or year.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

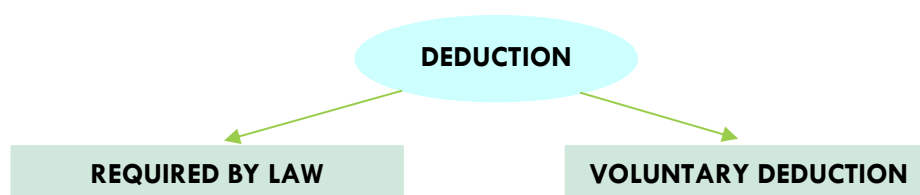
4. In **wage rate per hour**: The hourly rate applies to the hours considered standard. The standard workweek may be 35, 37.5, or 40 hours.
5. **Overtime**: Rates are commonly 1.5 to 2 times the standard hourly rate. Workers work more hours than those set as their standard workweek, generally earn a higher rate for the overtime hours.
6. **Commission**: Payment based on the price of items sold. The percentage may vary by volume of sales. Commission is frequently used to compensate salespeople.
7. **Combination payment plan**: Employees that succeed beyond some predetermined level may receive commission, often known as a bonus; this bonus is frequently a proportion of excess sales or output.

WORKPLACE CONNECTIONS

Lauren works as a salesperson for a furniture store. She is paid according to a combination plan. She earns a weekly salary of \$500 plus a 5 percent commission on weekly sales exceeding \$5,000. Last week Lauren's sales were \$8,000. She earned \$500 in salary plus \$150 ($\$3,000 \times 5\%$) in commission for a total of \$650. Lauren likes the combination pay plan because the weekly salary assures her of a steady, basic income. At the same time, the bonus portion of the plan rewards her for using her sales skills to make higher sales for the company.

DEDUCTION IN PAYROLL

1. There are two types of deduction in payroll which are:



CHAPTER 2 FINANCIAL INFORMATION PROCESS

DEDUCTION REQUIRED BY LAW

2. **Deductions required by law** include the following:
 - a. Federal income tax
 - b. Federal Insurance Contributions Act tax (referred to as FICA or social security tax)
 - c. State income tax (where applicable)
 - d. City income tax (where applicable)
3. **Federal income tax deductions:** Vary depending on the gross amount of wages or salary, the employee's marital status, and the number of withholding allowances (exemptions) claimed.
4. An Employee's Withholding Allowance Certificate, also known as a W-4 form, must be completed by each employee.
5. The company maintains a copy of W-4 form on file and any modifications to the number of exemptions must be communicated to the employer by the employee.
6. **FICA deductions:** are a percentage of gross wages or salary, up to the maximum amount of wages or salary taxed. The employee's contribution to FICA is matched by the employer.
7. The rate and the maximum amount taxed are sometimes changed.
8. The most recent percentages for deductions and the amount of wages subject to FICA tax are available from your employer or Social Security Administration office closest to you.
9. **State and local government tax:** Instructions regarding the taxes to be withheld are issued by state and local governments that tax residents' incomes.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

VOLUNTARY DEDUCTION

1. Voluntary deductions are amounts taken from pay at an employee's request.
2. In some companies, employees may choose to have money deducted for health insurance, savings plans, retirement plans, and other purposes.
3. Employees who process payroll are required to preserve accurate records of each employee's individual deductions.

RECORDS FOR PAYROLL

1. Employee earnings records are prepared for each pay period and for the year-to-date.
2. The earnings records show earnings, deductions, and net pay.

NET PAY: final earnings amount after all deductions

3. At the end of the year, the company should give each employee a Wage and tax Statement (W-2 form)
4. Information need to prepared for W-2 form can be found in payroll register.
5. Payroll register records all the earnings and deductions for the payroll period.
6. Taxes withheld and taxes that the employer is required to pay should be reported by the company to government agencies on a weekly, monthly, or quarterly basis.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

PAYROLL CHECK DISTRIBUTION

1. A company may distribute checks in person or mail them to employees.
2. There are companies use direct deposit. That is, they electronically deposit wage and salary payments to employees' bank accounts.

DIRECT DEPOSIT: placing money in a bank account by electronic means rather than issuing a check

CHAPTER 2 FINANCIAL INFORMATION PROCESS

SIMPLE EXERCISE TOPIC 2

1. The method used in business to safeguard assets is known as_____.
 - A. Planning control
 - B. Budgeting control
 - C. External control
 - D. Internal control

2. “Permission to pay later for goods and services” refers to _____.
 - A. Credit
 - B. Bond
 - C. Verification
 - D. Proof

3. Which of the following is TRUE about commission?
 - A. Commission will be paid based on their sales percentage
 - B. Commission rate is commonly 1.5 to 2 times the standard hourly rate
 - C. Workers worked beyond the standard number of hours in a work week will get commission payment
 - D. Commission will be given to employee who are successful beyond some established standards.

4. List five documents needed in making payment.

5. Payroll information needs to be accurate and kept confidential. List five regular tasks which should be completed when managing an employee’s payroll.

6. Outline four petty cash replenishment procedures that are frequently employed in an organization.

CHAPTER 2 FINANCIAL INFORMATION PROCESS

7. State the comparison between:
 - i. Certified checks and cashier checks
 - ii. Budgets and income statement
8. Name three types of special checks.
9. Explain about three types of internal control method.
10. Explain about two types of deduction in payroll.
11. Report the CORRECT information given in the table to complete the petty cash record below.

Total Petty Cash Fund			RM200
Receipt No	Date	Amount	Item
200	3 April 2022	RM24.90	Mounting Board
201	10 April 2022	RM25.00	J&T Express
202	23 April 2022	RM 13.00	Taxi Fares
203	27 April 2022	RM38.50	A4 Paper
204	30 April 2022	RM42.50	Skynet

PETTY CASH RECORD

APRIL 2022

Date	Receipt No.	Balance	Office Supplies	Delivery services	Taxi

CHAPTER 2 FINANCIAL INFORMATION PROCESS

12. Fill the CORRECT information given in the table to complete the purchase requisition form below:

Company's Name	Maniece Textile, 426 Lemon Tree Street, 12345 Chicago
Vendor Name	Cantique Warehouse, New Russian Road, 12346 Chicago
Item buy	1 unit Heavy Duty Shredder
Amount owed	\$399.00
Finance Manager	Matt Legend
Purchase requisition date	Today

PURCHASE REQUISITION				
1 <div style="border-bottom: 1px solid black; height: 15px; margin: 5px 0;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin: 5px 0;"></div>		Date: 2		
Vendor Choice	Description	Quantity	Unit Price	Total
3 <div style="border-bottom: 1px solid black; height: 15px; margin: 5px 0;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin: 5px 0;"></div>	4 <div style="border-bottom: 1px solid black; height: 15px; margin: 5px 0;"></div>	5 <div style="border-bottom: 1px solid black; height: 15px; margin: 5px 0;"></div>	6 <div style="border-bottom: 1px solid black; height: 15px; margin: 5px 0;"></div>	7 <div style="border-bottom: 1px solid black; height: 15px; margin: 5px 0;"></div>
Total:				<div style="border-bottom: 1px solid black; height: 15px; margin: 5px 0;"></div>
Purchase Approved				8 <div style="border-bottom: 1px solid black; height: 15px; margin: 5px 0;"></div>

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