

SECTOR: BUSINESS SERVICES

SUB-SECTOR: BUSINESS SERVICES

RTQF LEVEL 5

**BUSFS501 FILING DOCUMENTS RELATED TO CLEARING AND
FORWARDING SERVICES**

ELEMENTS OF COMPETENCE

1. Verify accuracy of documents to file.

1.1 Proper identification of documents to be filed in clearing and forwarding services.

1.2 Appropriate verification of documents to be filed based on clearing and forwarding policies and procedures.

1.3. Proper Compilation of supporting documents in clearing and forwarding services in relation to transaction's performed

2. Apply filing methods

2.1 Proper selection of filing method based on manual procedures of company.

2.2 Proper application of filing methods in accordance with company procedures in order to maintain good custody of documents

2.3. Suitable application of types of filling of supporting documents.

3. Produce report

3.1. Proper identification of required reports to be presented in accordance with company requirements.

3.2. Accurate reporting procedures to be followed in order to meet deadline

3.3. Timely updating company records in order to maintain all information's for future reference

LEARNING UNIT1: VERIFY ACCURACY OF DOCUMENTS TO FILE.

Learning Outcome 1.1: Identify of documents to be filed in clearing and forwarding services.

Definition of filing system

A method for organizing and storing documents or information.

Useful documents in clearing and forwarding services

Commercial Invoice

The commercial invoice is a record or evidence of the transaction between the exporter and the importer. Once the goods are available, the exporter issues a commercial invoice to the importer in order to charge him for the goods.

The commercial invoice contains the basic information on the transaction and it is always required for customs clearance.

Although some entries specific to the export-import trade are added, it is similar to an ordinary sales invoice. The minimum data generally included are the following:

- Information on the exporter and the importer (name and address)
- Date of issue
- Invoice number
- Description of the goods (name, quality, etc.)
- Unit of measure
- Quantity of goods
- Unit value
- Total item value
- Total invoice value and currency of payment. The equivalent amount must be indicated in a currency freely convertible to Euro or other legal tender in the importing Member State
- The terms of payment (method and date of payment, discounts, etc.)
- The terms of delivery according to the appropriate Incoterm

- Means of transport

No specific form is required. The commercial invoice is to be prepared by the exporter according to standard business practice and it must be submitted in the original along with at least one copy. In general, there is no need for the invoice to be signed. In practice, both the original and the copy of the commercial invoice are often signed. The commercial invoice may be prepared in any language. However, a translation into English is recommended.

Types of invoice:

Pro forma invoice : is a document that states a commitment from the seller to provide specified goods to the buyer at specific prices. It is often used to declare value for customs.

It is not a true invoice, because the seller does not record a *pro forma* invoice as an accounts receivable and the buyer does not record a *pro forma* invoice as an accounts payable

Commercial invoice - a customs declaration form used in international trade that describes the parties involved in the shipping transaction, the goods being transported, and the value of the goods.^[4] It is the primary document used by customs, and must meet specific customs requirements, such as the Harmonized System number and the country of manufacture. It is used to calculate tariffs

Sales invoice or outgoing invoice: Is an invoice from the point of view of seller.

The sales day book is written from outgoing invoice

Purchase invoice or incoming invoice: Is an invoice from the point of buyer

The purchases day book is written from incoming invoice.

Example:

1) On November 28th 2006, KAPAKO RWANDA Company (Phone + 250 518646; P.O BOX 5053 Kigali; E-mail: kapako123@ yahoo.com), send to the MMM Company (Phone (+250) 0788302211; P.O BOX 160 Kigali), the invoice no 131/06 for furniture of:

* 100 items of Motorola E816 phones (product ID: P1003; unit price: 32 000Frw) and

* 120 items Nokia 3220 phones (product ID: P1000; unit price: 43 000Frw) VAT rate 18%

Required: Issue this invoice

2) The EPRA, P.O BOX 115 Kigali sells on March 15th 2010, 400 baskets of eggplant to LUMAPLANTS P.O BOX : 112 Butare, seller of flowers and vegetables, P.O BOX. 542 Butare.

Gross weight of each basket is 15 kg, Tare 0,5kg per basket,

Price per Kg: 500Rwf; Trade discount 2%; Packing cost 10Rwf per basket.
 Transport paid by seller but chargeable to customer 2 000Rwf.

Debt payable before April 20th.

Required: Issue the invoice No 355.

ANSWER:

KAPAKO RWANDA COMPANY		Date: November 28 th 2006		
PHONE + (250) 518646				
B.P 5053 KIGALI RWANDA				
E-mail: kapako123@ yahoo.com		INVOICE no 131 /06		
BILL TO		MMM Company		
		PHONE: (+250) 0788302211		
		P.O BOX: 160 Kigali		
PRODUCT	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL VALUE
P1003	Motorola E816	100	32 000	3 200 000
P1000	phones	120	43 000	5 160 000
	Nokia 3220 phones			
SUBTOTAL				8 360 000Rwf
				VAT
(18%)				1 504 800Rwf
TOTAL				9 864 800Rwf
Only Nine million eight hundred sixty four thousand eight hundred Rwf				
For Receipt			signature of Accountant	

E.P.R.A
P.O BOX: 115 Kigali

Date: March 15th 2010

INVOICE no 355 /10

BILL TO

LUMAPLANTS

P.O BOX: 112 Butare

DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL VALUE
Eggplants :Gross weight (400 x 15Kgs)	6 000Kgs		
	<u>200Kgs</u>		
Tare (400 x 0.5Kg)	5 800Kgs	500Kgs	2 900 000Rwf
Net Weight			<u>(58 000Rwf)</u>
.....			2 842 000Rwf
Trade discount			4 000Rwf
(2%).....			<u>2 000Rwf</u>
Net			2 850 000Rwf
Value.....			
Packing cost (400 x 10Frw)			
<u>Transport cost.....</u>			
Total value payable			

Rwandan francs, Two million eight hundred fifty thousand only.

Note: This invoice is payable before April 20th , 2011

Customs Value Declaration

The Customs Value Declaration is a document, which must be presented to the customs authorities where the value of the imported goods exceeds EUR 20 000. The main purpose of this requirement is to assess the value of the transaction in order to fix the customs value (taxable value) to apply the tariff duties.

The customs value corresponds to the value of the goods including all the costs incurred (e.g.: commercial price, transport, insurance) until the first point of entry in the European Union. The usual method to establish the Customs value is using the transaction value (the price paid or payable for the imported goods).

In certain cases the transaction value of the imported goods may be subject to an adjustment, which involves additions or deductions. For instance:

- commissions or royalties may need to be added to the price;

- The internal transport (from the entry point to the final destination in the Community Customs Territory) must be deducted.

The customs authorities shall waive the requirement of all or part of the customs value declaration where:

- the customs value of the imported goods in a consignment does not exceed EUR 20 000, provided that they do not constitute split or multiple consignments from the same consignor to the same consignee, or
- the importations involved are of a non-commercial nature; or
- The submission of the particulars in question is not necessary for the application of the Customs Tariff of the European Communities or where the customs duties provided for in the Tariff are not chargeable pursuant to specific customs provisions.

Freight Documents (Transport Documentation)

Depending on the means of transport used, the following documents are to be filled in and presented to the customs authorities of the importing European Union (EU) Member State (MS) upon importation in order for the goods to be cleared:

- Bill of Lading
- FIATA Bill of Lading
- Road Waybill (CMR)
- Air Waybill (AWB)
- Rail Waybill (CIM)
- ATA Carnet
- TIR Carnet

Bill of Lading

The Bill of Lading (B/L) is a document issued by the shipping company to the operating shipper, which acknowledges that the goods have been received on board. In this way the Bill of Lading serves as proof of receipt of the goods by the carrier obliging him to deliver the goods to the consignee. It contains the details of the goods, the vessel and the port of destination. It evidences the contract of carriage and conveys title to the goods, meaning that the bearer of the Bill of Lading is the owner of the goods.

The Bill of Lading may be a negotiable document. A number of different types of bills of lading can be used. 'Clean Bills of Lading' state that the goods have been received in an apparent good order and condition. 'Unclean or Dirty Bills of Lading' indicate that the goods are damaged or in bad order, in this case, the financing bank may refuse to accept the consignor's documents.

FIATA Bill of Lading

The FIATA Bill of Lading is a document designed to be used as a multimodal or combined transport document with negotiable status, which has been developed by the International Federation of Freight Forwarders Associations (FIATA).

Road Waybill (CMR)

The road waybill is a document containing the details of the international transportation of goods by road, set out by the Convention for the Contract of the International Carriage of Goods by Road 1956 (the CMR Convention). It enables the consignor to have the goods at his disposal during transportation. It must be issued in quadruplicate and signed by the consignor and the carrier. The first copy is intended for the consignor; the second remains in the possession of the carrier; the third accompanies the goods and is delivered to the consignee and the fourth one must be signed and stamped by the consignee and then returned to the consignor. Usually, a CMR is issued for each vehicle.

The CMR note is not a document of title and is non-negotiable.

Air Waybill (AWB)

The air waybill is a document, which serves as a proof of the transport contract between the consignor and the carrier's company. It is issued by the carrier's agent and falls under the provisions of the Warsaw Convention (Convention for the Unification of Certain Rules relating to International Carriage by Air, 12 October 1929). A single air waybill may be used for multiple shipments of goods; it contains three originals and several extra copies. One original is kept by each of the parties involved in the transport (the consignor, the consignee and the carrier). The copies may be required at the airport of departure/destination, for the delivery and in some cases, for further freight carriers. The air waybill is a freight bill, which evidences a contract of carriage and proves receipt of goods.

A specific type of Air Waybill is the one used by all carriers belonging to the International Air Transport Association (IATA); a bill called the IATA Standard Air Waybill. It embodies standard conditions associated to those set out in the Warsaw Convention.

Rail Waybill (CIM)

The rail waybill (CIM) is a document required for the transportation of goods by rail. It is regulated by the Convention concerning International Carriage by Rail 1980 (COTIF-CIM). The CIM is issued by the carrier in five copies, the original accompanies the goods, the duplicate of the original is kept by the consignor and the three remaining copies by the carrier for internal purposes. It is considered the rail transport contract.

ATA Carnet

ATA (Admission Temporaire/Temporary Admission) carnets are international customs documents issued by the chambers of commerce in the majority of the industrialized world to allow the temporary importation of goods, free of customs duties and taxes. ATA carnets can be issued for the following categories of goods: commercial samples, professional equipment and goods for presentation or use at trade fairs, shows, exhibitions and the like. Further information may be obtained in the International Chamber of Commerce website:

TIR Carnet

TIR carnets are customs transit documents used for the international transport of goods, a part of which has to be made by road. They allow the transport of goods under a procedure called the TIR procedure, laid down in the 1975 TIR Convention, signed under the auspices of the United Nations Economic Commission for Europe (UNECE): The TIR system requires the goods to travel in secure vehicles or containers, all duties and taxes at risk throughout the journey to be covered by an internationally valid guarantee, the goods to be accompanied by a TIR carnet, and customs control measures in the country of departure to be accepted by the countries of transit and destination.

Freight Insurance

The insurance is an agreement by which the insured is indemnified in the event of damages caused by a risk covered in the policy. Insurance is all-important in the transport of goods because of their exposure to more common risks during handling, storing, loading or transporting cargo, but also to other rare risks, such as riots, strikes or terrorism.

There is a difference between the goods transport insurance and the carrier's responsibility insurance. The covered risks, fixed compensation and indemnity of the contract of transport insurance are left to the holder's choice.

Nevertheless, the hauler's responsibility insurance is determined by different regulations. Depending on the means of transport, indemnity is limited by the weight and value of the goods and is only given in case the transporter has been unable to evade responsibility.

The insurance invoice is required for customs clearance only when the relevant data do not appear in the commercial invoice indicating the premium paid to insure the merchandise.

The standard extent of the transporter's responsibility is laid down in the following international conventions:

1. Road freight

International transport of goods by road is governed by the Convention for the Contract of the International Carriage of Goods by Road (CMR Convention) signed in Geneva in 1956.

Under this Convention, the road hauler is not responsible for losses of or damages to the goods if he proves that they arise from:

- the merchandise's own defect(s);
- force majeure;
- a fault by the loader or consignee.

There is no European Union's regulation regarding indemnifications for road freight.

2. The rail carrier

International transport of goods by rail is regulated by the Convention concerning Inter carriage by Rail (CIM Convention), signed in Bern in 1980.

The rail carrier is not responsible for losses of or damages to the goods if he proves that they arise from:

- the merchandise's own defect(s);
- force majeure;
- a fault by the loader or consignee.

Regarding compensation, currently there is no European Union regulation. Indemnification is normally limited to a maximum amount per gross kilo lost or damaged. What can be concluded from this system is that, in the majority of the cases, the company is unlikely to receive anything approaching the value of its goods.

3 The shipping company

The 1968 International Convention on Bill of Lading, better known as 'The Hague Rules' or the 'Brussels Convention' dictates the marine carrier's responsibilities when transporting international goods.

The shipping company is not responsible for losses of, or damage to, the goods if it proves that they arise from:

- the merchandise's own defects and loss in weight during transport;
- a nautical mistake by the crew;
- a fire;
- if the ship is not seaworthy;
- force majeure;
- strikes or a lock-out;
- a mistake by the loader;
- hidden defects on board ship, which went unnoticed during rigorous inspection;
- an attempt to save lives or goods at sea.

As far as compensation is concerned, there is currently no harmonisation at European Union level. It is normally limited to a certain sum per kilogram of lost or damaged goods. This system causes the same problems as with rail accidents, being the exporter likely to lose much of the value of the goods.

4. The air carrier

The 1929 Warsaw Convention as well as the Montreal draft Treaty of 1975 determines that the air carrier is not responsible for damages or loss of goods if it is proved that:

- the carrier and associates took all the measures necessary to avoid the damage or that it was impossible for them to be taken (force majeure);
- the losses arise from a pilotage or navigation mistake;
- the injured party was the cause of the damage or contributed to it.

Concerning the injured party's indemnification, there is no European Union standard. Compensation is normally limited to a set amount per gross kilogram of damaged or lost goods.

The air carrier can state specific reservations at the time of receiving the cargo. These reservations will be written on the air consignment note (ACN) (air transport contract) and will be used as evidence. However, airlines will normally refuse dubious packages or those not corresponding to the ACN.

Packing List

The packing list (P/L) is a commercial document accompanying the commercial invoice and the transport documents. It provides information on the imported items and the packaging details of each shipment (weight, dimensions, handling issues, etc.)

It is required for customs clearance as an inventory of the incoming cargo.

The generally included data are:

- Information on the exporter, the importer and the transport company
- Date of issue
- Number of the freight invoice
- Type of packaging (drum, crate, carton, box, barrel, bag, etc.)
- Number of packages
- Content of each package (description of the goods and number of items per package)
- Marks and numbers
- Net weight, gross weight and measurement of the packages

No specific form is required. The packing list is to be prepared by the exporter according to standard business practice and the original along with at least one copy must be submitted. Generally there is no need to be signed. However, in practice, the original and the copy of the packing list are often signed. The packing list may be prepared in any language. However, a translation into English is recommended.

Learning Outcome 1.2: Verify of documents to be filed based on clearing and forwarding policies and procedures.

1.2.1 Method of verification

- Inspection
- Demonstration
- Test
- Analysis

1.2.2 Process of documents verification

Customs Document Verification / Compliance

Customs Document Verification / Compliance both consist of a review of Bill of Entry (BoE) and associated pre-clearance documentation. The distinction between Document Verification and Compliance is due to the risk level assigned to the BoE at the time of its submission to Customs.

1.2.3 Advantages of documents verification for involves parties

It will work according to your needs

It will provide advising

It will analyze all the documentation

It will avoid delays of delivery

1.2.4 Disadvantages of no verification for involved parties

1. Lack of security.
2. Duplication of data entry

Learning Outcome 1.3: Compile of supporting documents in clearing and forwarding services in relation to transaction's performed

1.3.1 DEFINITION OF COMPILE

produce (a list or book) by assembling information collected from other sources.

1.3.2 DEFINITION OF SUPPORTING DOCUMENTS

Supporting documents are those trade, transport and official documents that either support specific statements made in the goods declaration, such as the commercial invoice (e.g. for the invoice amount, seller and buyer), the transport document (e.g. for the consignor, consignee, means and mode of transport) or the certificate of origin, or that have to be submitted as proof of specific import/export conditions being met (e.g. import/export permits, health certificates and certificates of conformity with technical standards).

1.3.3 MANDATORY DOCUMENT FOR EXPORT AND IMPORT

3 Mandatory Documents Required for Exports:

Bill of Lading: The bill of lading is the most important document in the shipping process for both export and import. It is a legal document which contains all the details pertaining to the cargo being shipped, the destination, the terms of sale, and the details of the recipient. It must be signed by the appointed signatory of the shipping line, the exporter, and the importer.

For smooth transportation of goods from one place to another, it is necessary that the exporter obtain a correct and complete bill of lading from the shipping line/forwarder. He must then send the bill of lading to the importer. The importer can collect the cargo only after he presents the bill of lading to the shipping line at the destination port.

Commercial Invoice-cum-Packing List: A commercial invoice, as the name suggests, is a document that provides the details of the sales transaction like name of seller and buyer, the value and quantity of the goods sold.

A packing list contains the details of the goods that are being shipped. It should mention the correct description of the goods, quantity, weight (gross and net), number and type of packages, and marks and numbers, carrier name, export date, export license number, and letter of credit number. This information is necessary for the Customs to ascertain the value of the goods and to facilitate examination at the time of clearance.

Importers in India must obtain a copy of the commercial invoice and packing list as they need to present the same to collect the cargo.

Shipping Bill/Bill of Export: A bill of export or shipping bill is a document requirement by the customs authority. It provides the details of any benefit that the shipper has availed in terms of customs duty, export schemes of the government, credit obtained under DEPB. If the goods are re-export of

previously imported goods, then such details are also mentioned in the bill. The Customs do not provide clearance without a shipping bill or bill of export.

3 Mandatory Documents Required for Imports:

Like in exports, bill of lading and commercial invoice-cum-packing list are also mandatory documents for importing goods into the country. The importer needs to collect these documents from the exporter. Apart from these two documents, importers also need to present a bill of entry to be able to collect their cargo at the destination port.

Bill of Entry: A bill of entry is a declaration by an importer or his appointed agent. It provides details of the type of cargo, its value, and quantity. It is prepared in three copies. The Customs inspect and clear the goods based on the information provided in the bill of entry. To ensure that there is no malpractice regarding the value of the goods, the bill of entry is tallied with the sales invoice or insurance policy.

LEARNING UNIT2 APPLY FILING METHODS

Learning Outcome 2.1: Select of filing method based on manual procedures of company

2.1.1 Definition of filing

the activity of putting documents, electronic information, etc. into files

2.1.2 Purpose of filing in office and organization

- Protection of records
- Helpful in setting disputes
- Ready reference
- Helps in planning and decision making
- Better control
- Facilitates follow ups

2.1.3 Purpose of filing documents

- Collection and classification of documents
- Preservation of documents
- Systematic arrangement of documents
- Provide a proof
- Rapidly in office work

2.1.4 Types of filing system in office and organization

- Tradition filling system
- Modern filling system

Learning Outcome 2.2: Apply of filing methods in accordance with company procedures in order to maintain good custody of documents

2.2.1 Definition of custody

The protective care or guardianship of someone or something.

2.2.2 Definition of company procedures

Company policies and procedures establish the rules of conduct within an organization, outlining the responsibilities of both employees and employers. Company policies and procedures are in place to protect the rights of workers as well as the business interests of employers

Procedures explain how to accomplish a task. A procedure is sometimes called a work instruction.

2.2.3 Filing methods

- Filing by subject/category
- Filing in alphabetical order
- Filing by number/numerical order
- Filing by places/geographical order
- Filing by dates/chronological order
-

Learning Outcome 2. 3: Apply of types of filling of supporting documents

2.3.1 Types of filing

- Alphabetical topical filling system
- Alphabetical encyclopedia filling system
- Alphabetical geographical filling system
- Straight numeric filling system
- Duplex numeric filling system

2.3.2 Filing documents

- Manual

- Electronic
- Back up: a copy of a file or other item of data made in case the original is lost or damaged.

LEARNING UNIT3 PRODUCE REPORT

Learning Outcome 3.1: Identify of required reports to be presented in accordance with company requirements.

3.1.1 Definition of report

give a spoken or written account of something that one has observed, heard, done, or investigated

3.1.2 Content of a good report

- Title pages
- Abstract
- Introductions
- Material and methods
- Results
- Discussion
- Conclusion
- References

GUIDELINE OF REPORT

Title page:

The TITLE PAGE identifies

- The full name of the project
- The course
- The name of the principal author (write NONE if a principal author was not used)
- The names of the other group members
- The group number

Abstract:

The ABSTRACT is not a part of the body of the report itself. Rather, the abstract is a brief summary of the report contents that is often separately circulated so potential readers can decide whether to read the report. The abstract should very concisely summarize the whole report: why it was written, what was discovered or developed, and what is claimed to be the significance of the effort. The abstract does not include figures or tables, and only the most significant numerical values or results should be given.

Introduction:

The INTRODUCTION should provide a clear statement of the problem posed by the project, and why the problem is of interest. It should reflect the scenario, if available. If needed, the introduction also needs to present background information so that the reader can understand the significance of the problem. A *brief* summary of the unique approach your group used to solve the problem should be given, possibly also including a concise introduction to theory or concepts used later to analyze and to discuss the results.

Materials and Methods:

The purpose of the MATERIALS AND METHODS section is to describe the materials, apparatus, and procedures used to carry out the measurements. Most importantly, the section needs to provide a clear presentation of how key measurements were obtained and how the measurements were analyzed. This is where the particular approach followed to reach the project's objectives should be described. The detail should be sufficient so that the reader can easily understand what was done. An accurate, schematic diagram depicting the apparatus should be included and referred to in the text as needed (if a diagram has been already provided it can be used in the report, provided that the source is properly referenced). To improve clarity of presentation, this section may be further divided into subsections (ex. a Materials subsection, an Apparatus subsection, a Methods or Procedures subsection, etc.).

Results:

The RESULTS section is dedicated to presenting the actual results (i.e.

measured and calculated quantities), *not* to discussing their meaning or interpretation. The results should be summarized using appropriate Tables and Figures (graphs or schematics). Every Figure and Table should have a legend that describes concisely what is contained or shown. Figure legends go below the figure, table legends above the table. Throughout the report, but especially in this section, pay attention to reporting numbers with an appropriate number of significant figures. A formal error analysis (such as, perhaps, was done in Physics lab) is not necessary. Still, features of the data-taking and processing that may have especially contributed to errors should be pointed out. One classical example is the taking of small differences between large numbers; for instance, $11.5 \pm 0.2 - 10.8 \pm 0.3$ yields a very large fractional error (about 70 %) on the resulting difference, 0.7 ± 0.5 . Another procedure that usually increases error is numerical differentiation.

Discussion:

The DISCUSSION interprets the results in light of the project's objectives. The most important goal of the DISCUSSION section is to interpret the results so that the reader is informed of the insight or answers that the results provide. The DISCUSSION should also present an evaluation of the particular approach taken by the group. For example: Based on the results, how could the experimental procedure be improved? What additional, future work may be warranted? What recommendations can be drawn?

Conclusions:

The CONCLUSIONS should summarize the central points made in the Discussion section, reinforcing for the reader the value and implications of the work. If the results were not definitive, specific future work that may be needed can be (briefly) described. The conclusions should never contain "surprises". Therefore, any conclusions should be based on observations and data already discussed. It is considered extremely bad form to introduce new data in the conclusions.

References:

The REFERENCES section should contain complete citations following standard form. The form of the citation depends on the type of source being referenced, and is different for whole books, chapters in books, and articles published in a journal. One good format to follow is that used in the Chemical

Engineering Progress journal, published by AIChE. The references should be numbered and listed in the order they were cited in the body of the report. In the text of the report, a particular reference can be cited by using a numerical superscript that corresponds to its number in the reference list. If a reference has not been actually consulted, it should be listed "as discussed in [name of the work that discussed the reference]"

3.1.3 Types of report

- Formal or inform reports
- Short or long report
- Informational or analytical reports
- Proposal report
- Vertical or lateral reports
- Internal or external reports
- Periodic reports
- Functional reports

A **formal report** is an official **report** that contains detailed information, research, and data necessary to make business decisions. This **report** is generally written for the purpose of solving a problem. Some examples of **formal reports** include: Inspection **Report**.

Informal Reports. Elements of an **Informal Report**. An **informal report** can be used to share important information with one person or a small group of people. It is generally brief and direct and can be delivered in email or memo format. The following outline can be used to write an effective **informal report**.

Vertical vs. Longitudinal Reporting. ... First, space: “**vertical reporting**” refers to the movement of data between organizations at different levels of hierarchy in their area.

Lateral reporting — the concept of **lateral reporting** begins with a story that is reported or written in a traditional way; that is, with a traditional print or broadcast story structure.

A functional reporting relationship establishes a connection between positions or organizational units at different management levels based on the specialized nature of the function for which a mutual responsibility is shared. In this type of situation – often referred to as an indirect reporting relationship – the higher level position or unit provides functional guidance and support to positions or units lower in the organizational structure. read more at:

Learning Outcome 3.2: Report procedures to be followed in order to meet deadline

3.2.1 Procedures of report preparation

Structure the Report

A report typically has four elements:

- **Executive Summary.** Your report will begin with the summary, which is written once the report is finished. As the first item the reader encounters, this is the most important section of the document. They will likely use the summary to decide how much of the report they need to read so make it count!
- **Introduction:** Provide a context for the report and outline the structure of the contents. Identify the scope of the report and any particular methodologies used
- **Body:** It's now time to put your writing skills to work! This is the longest section of the report and should present background details, analysis, discussions, and recommendations for consideration. Draw upon data and supporting graphics to support your position
- **Conclusion:** Bring together the various elements of the report in a clear and concise manner. Identify next steps and any actions that your reader needs to take.

3.2.2 Structural of a formal report

Layout: the way in which the parts of something are arranged or laid out.

Introduction

Body

Conclusion

3.2.3 Report preparation

- System generated report
- Manual report
- Report extraction : Data **extraction**. Data **extraction** is the act or process of retrieving data out of (usually unstructured or poorly structured) data sources for further data processing or data storage (data migration).

Learning Outcome 3.3: Update company records in order to maintain all information's for future reference

3.3.1 Definition of company records

A business record is a document (hard copy or digital) that records a business dealing. Business records include meeting minutes, memoranda, employment contracts, and accounting source documents. It must be retrievable at a later date so that the business dealings can be accurately reviewed as required.

Meeting minutes: Meeting minutes are the detailed **notes** that serve as an official written record of a **meeting** or **conference**. The person in charge of the gathering usually asks one of the participants to tend to this task. One day, that someone could be you! ... Find out what to do before, during, and after the **meeting**.

Memoranda: a written message in business or diplomacy.

3.3.2 Process of maintain customer

Many business owners, however, are uncertain how to build strong customer relationships. The process is actually simple if the professional knows some proven techniques to employ.

Take these seven steps to effectively strengthen your customer relationships:

1. Send greeting cards is a **greeting card** is an illustrated piece of **card** stock or high quality paper featuring an expression of friendship or other sentiment.
2. Keep lines of communication with customers open
3. Know the stages of customer loyalty
4. Provide customer support
5. Ask for customers' opinions
6. Don't overlook current customers in your marketing . overlook is fail to notice.
7. Adapt your business plan/model

3.3.3 Company records to be maintained

- Minutes of board and committee meetings
- Written communication with shareholders including emails

- Resolutions
- Copies of all financial statements
- A record of assets and liabilities of the company
- Human resources management document
- All service rendered