

THE INSTITUTE OF CHARTERED ACCOUNTANTS OF INDIA

Communication Skills

&

Burgeoning Potentials of eAccounting


at

Tinsukia

on


22nd February 2004

Sanjib Sanghi - FCA



Introduction

- ❖ In the last few years, there has been an upheaval surrounding BPO, resulting into a competitive advantage for India to exploit.
- ❖ We all know that, Business Process Outsourcing is the act of transferring some of an organization's recurring non-core activities and decision rights to outside providers under a SLA.
- ❖ Today Indian IT service Providers are enjoying tremendous growth in their revenue – the Mantra is “ **Come to India where IT is cheaper**”
- ❖ The goal, however, should be to become the Global BPO Service Provider, by offering something more than low rates. We still need to define the India advantage as more than cheap labour – where the only Mantra should be “**Come to India – The Back-Office Partner of the World.**”



eAccounting

Is Accounting on Computers on a package like Tally called eAccounting – **NO!**


Is Accounting on Internet called eAccounting – **NO!**

THEN.....??

eAccounting is basically a concept whereby various users of accounting information like Management, Branches, Factories, Auditors and Accountants etc access financial data online, from various locations, with their level of permission and passwords.

This is because the Application Software is hosted on a remote but safe and secure environment by an ASP (Application Service Provider) which allows access to users of financial information with different levels of password.



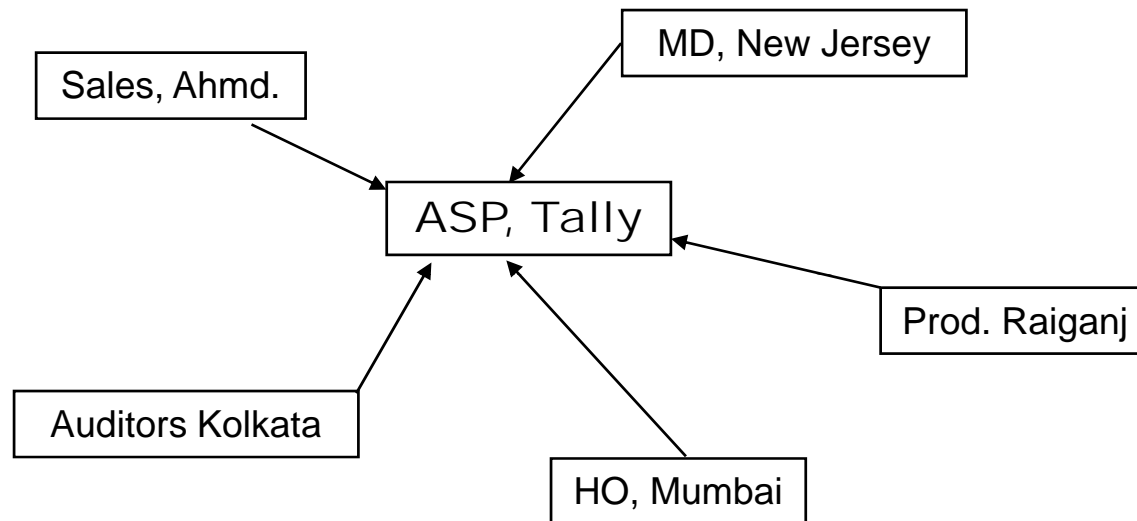


eAccounting

A major problem faced by accounting professionals and business process outsourcers is the effect of time & distance. Traditionally, practitioners either drove to the client office to do the work, or had source documents picked up from the client for processing back at the office. Drive time, out of office time... these serve to increase the costs and decrease the profitability of bookkeeping or data processing services.....WHAT DOES eACCOUNTING DO OVER HERE?

Imagine, If Tally is hosted on an ASP by Company ABC Ltd and this company has its Head office located at Mumbai, Sales Office at Ahmedabad, Production Unit at Raiganj , Auditors in Kolkata and the Managing Director at New Jersey.



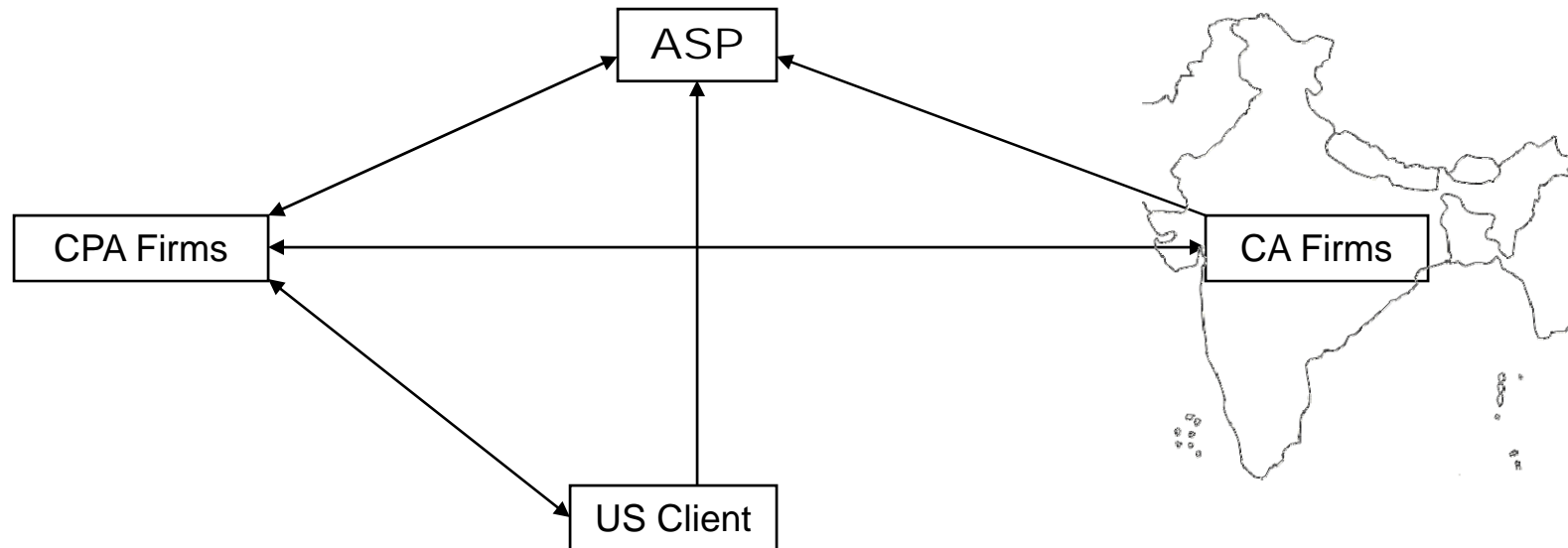


All users are virtually connected and can work from any location. The network is secure, the data is protected and all information is in real-time. It's like working online with your clients using hosted applications.


Welcome to e-Accounting.

Huge Opportunity for Indian CA

WE ARE HARNESSING THE SAME POWER OF eAccounting, whereby, the client and the CPA firms are located in United States and we do back-end accounting for the CPA firm's clients online.



CA = CA
ACCOUNTING TOGETHER



Huge Opportunity for Indian CA

Huge Demand of Accounting Graduates and CPA firms in US

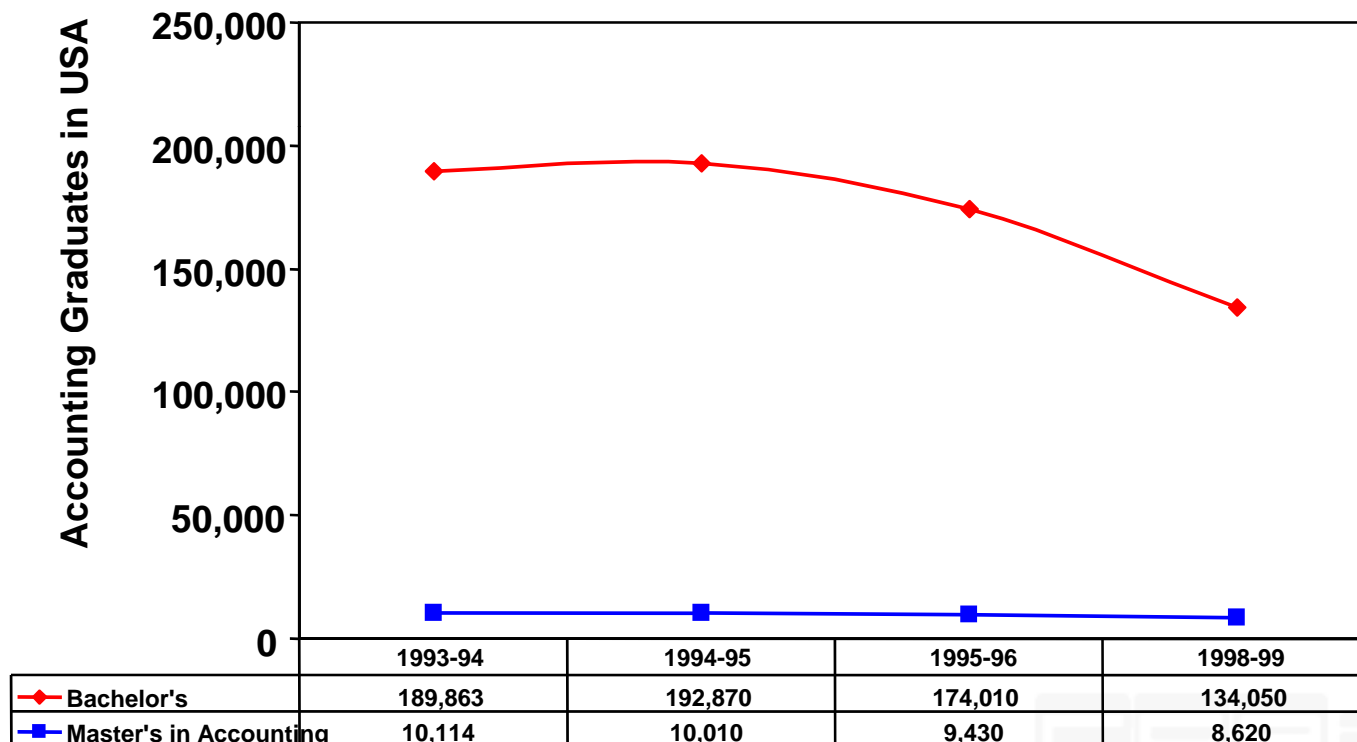
AICPA reports a dramatic decrease in the number of accounting graduates over the past 10 years with rates falling by over 17%

The five most frequently cited reasons for decreased accounting enrollments are:

- ❖ Lower starting salaries,
- ❖ Changes in student attitudes,
- ❖ Widespread misinformation,
- ❖ The 150-hour rule, and
- ❖ Accounting education has simply not kept pace with changes in business and practice.

Huge Opportunity for Indian CA

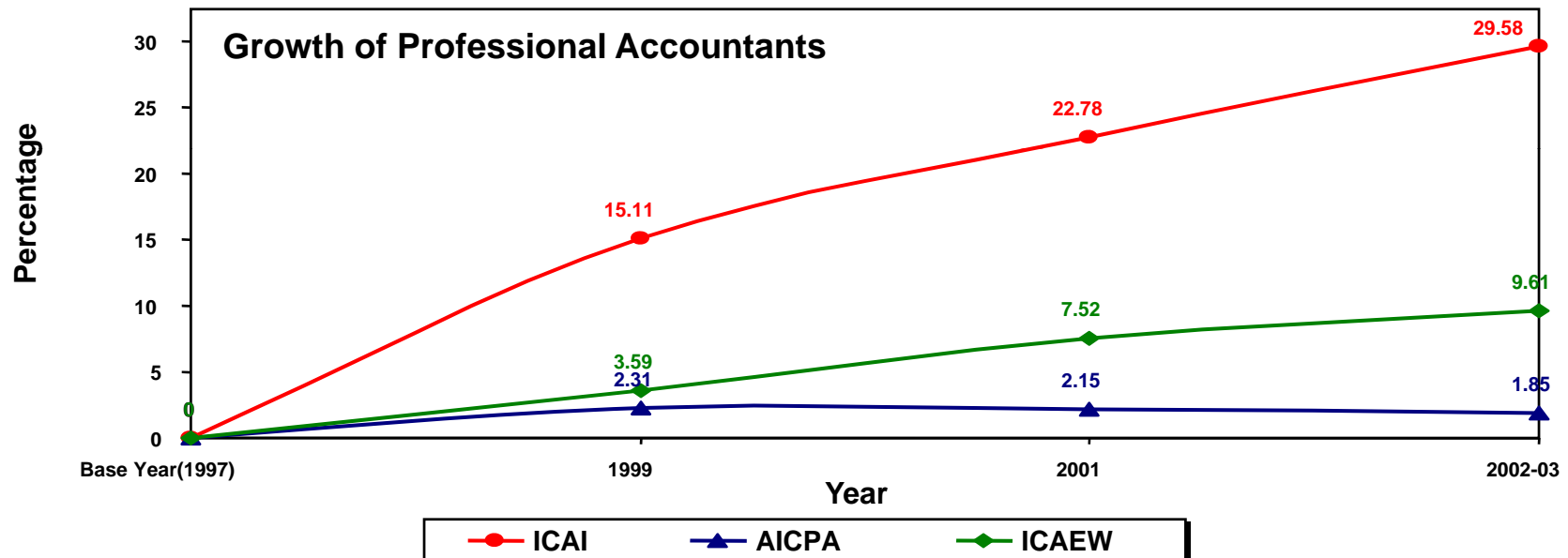
Data from the 2000 edition of the AICPA's annual study of the supply and demand for public accounting recruits indicates that the number of accounting bachelor's and master's degrees awarded in 1998-99 was 20 percent lower than the number awarded in 1995-1996



New Accounting Enrolment in All Schools in USA(1993-94 to 1998-99)

Huge Opportunity for Indian CA

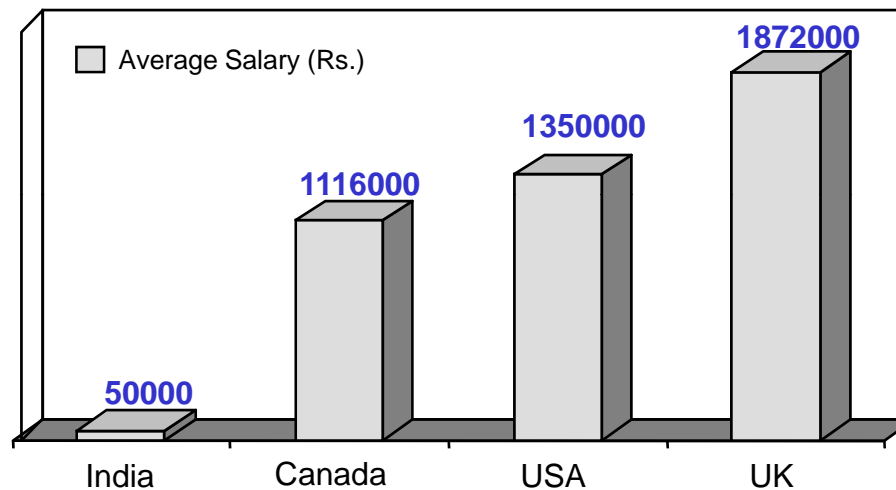
Statistics reveal a downward trend in the growth of CPA's in US, followed by 30% increase in the last 5 years. With enrolment for accounting graduates also going down, the Indian CA has several reasons to smile



Year	ICAI	AICPA	ICAEW
1997	78506	329019	112872
1999	90366	336635	116929
2001	96392	336081	121356
2002-03	101730	335111	123719

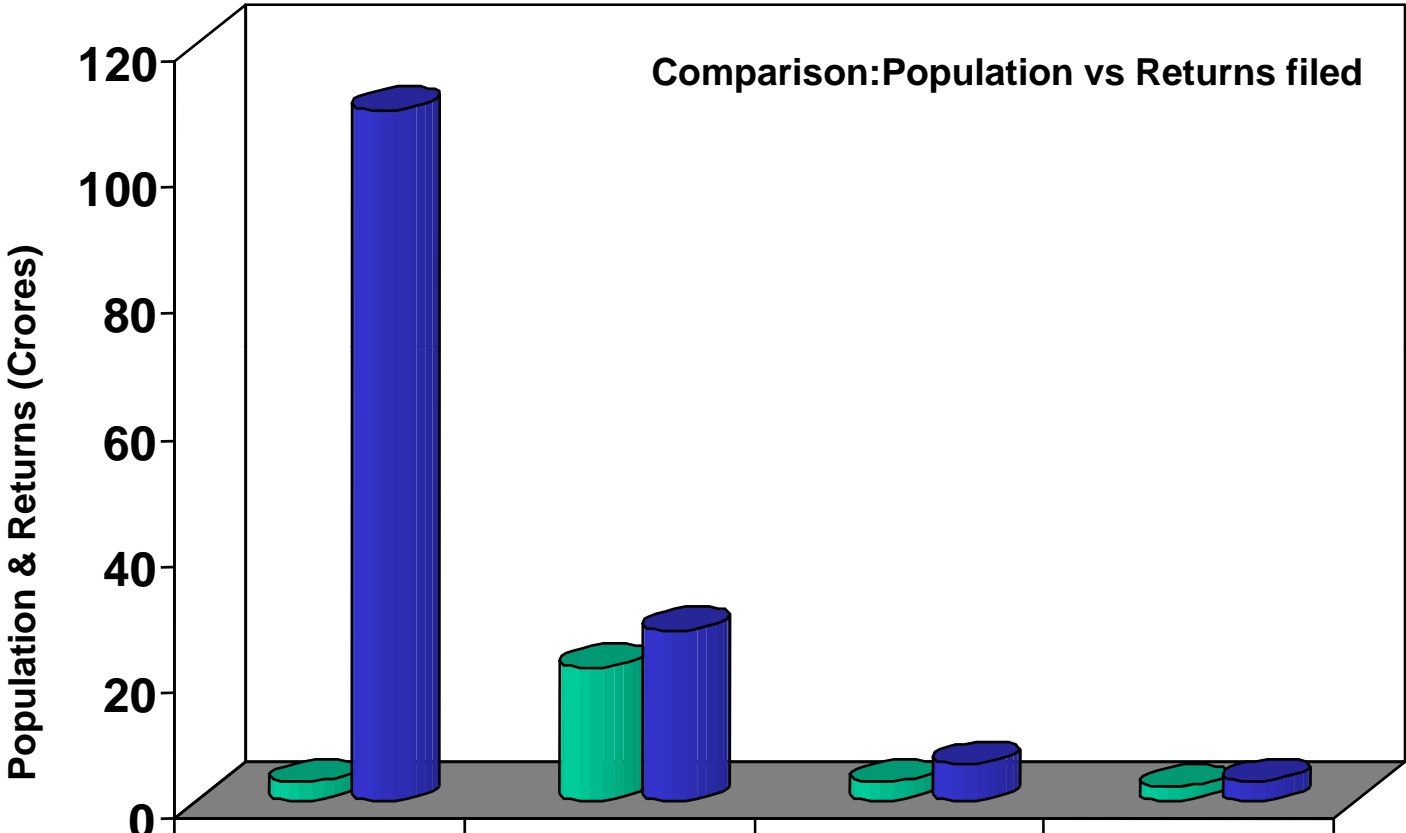
Huge Opportunity for Indian CA

Average salary offered to accountants/bookkeepers in UK, USA & Canada and compared to India to in Indian Rupees.

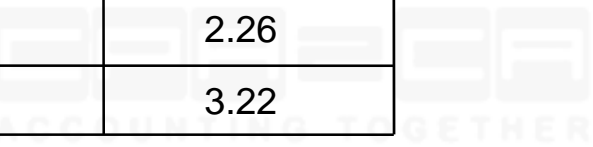


Foreign Exchange Rate			
Country	Currency	Conversion Rate	Salary
India	Rupee(Rs.)	1	Rs.50000
Canada	Canadian Dollar(\$)	31	\$36000
USA	Dollar(\$)	45	\$30000
UK	Pound(£)	78	£24000

Huge Opportunity for Indian CA

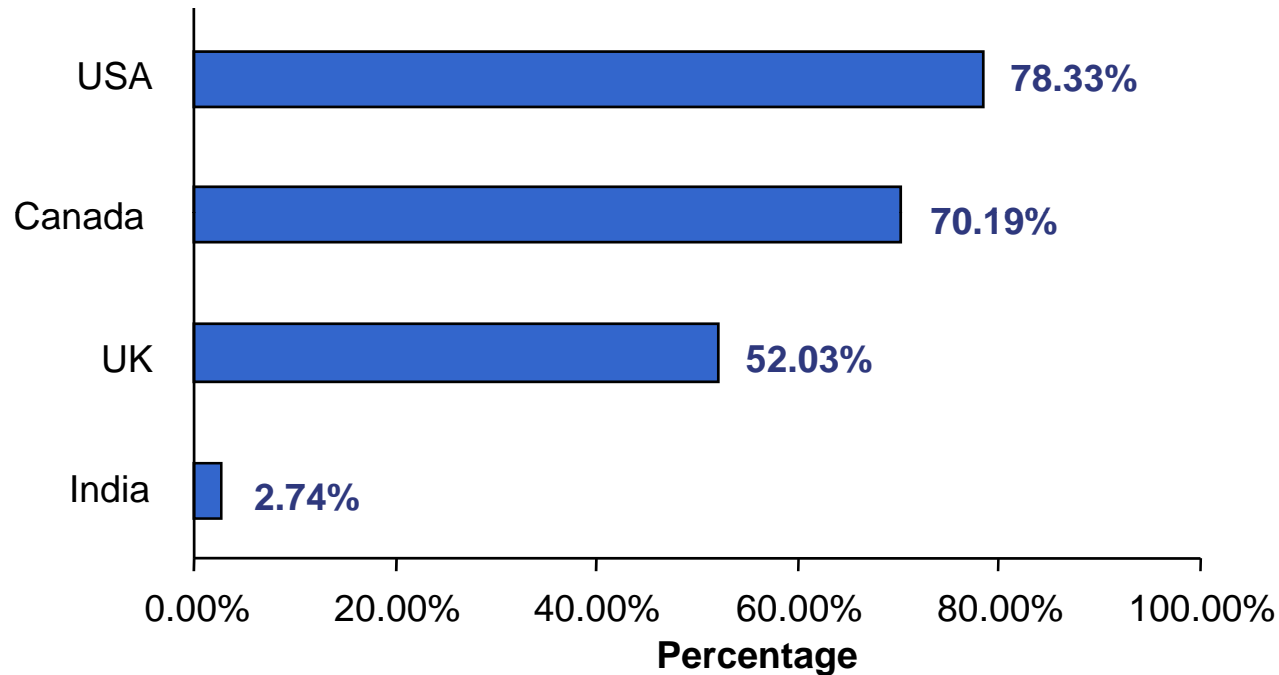


	India	USA	UK	Canada
Returns	3	21.25	3.07	2.26
Population	109.67	27.13	5.9	3.22



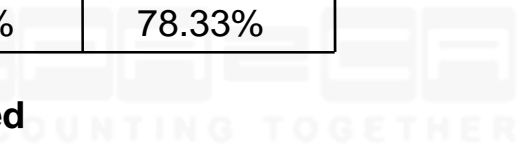
Huge Opportunity for Indian CA

Percentage of returns filed show a healthy trend in USA, Canada & UK. Till today, our clientele meant a bleak 2.74%, where we can actually cater to a much larger global clientele.



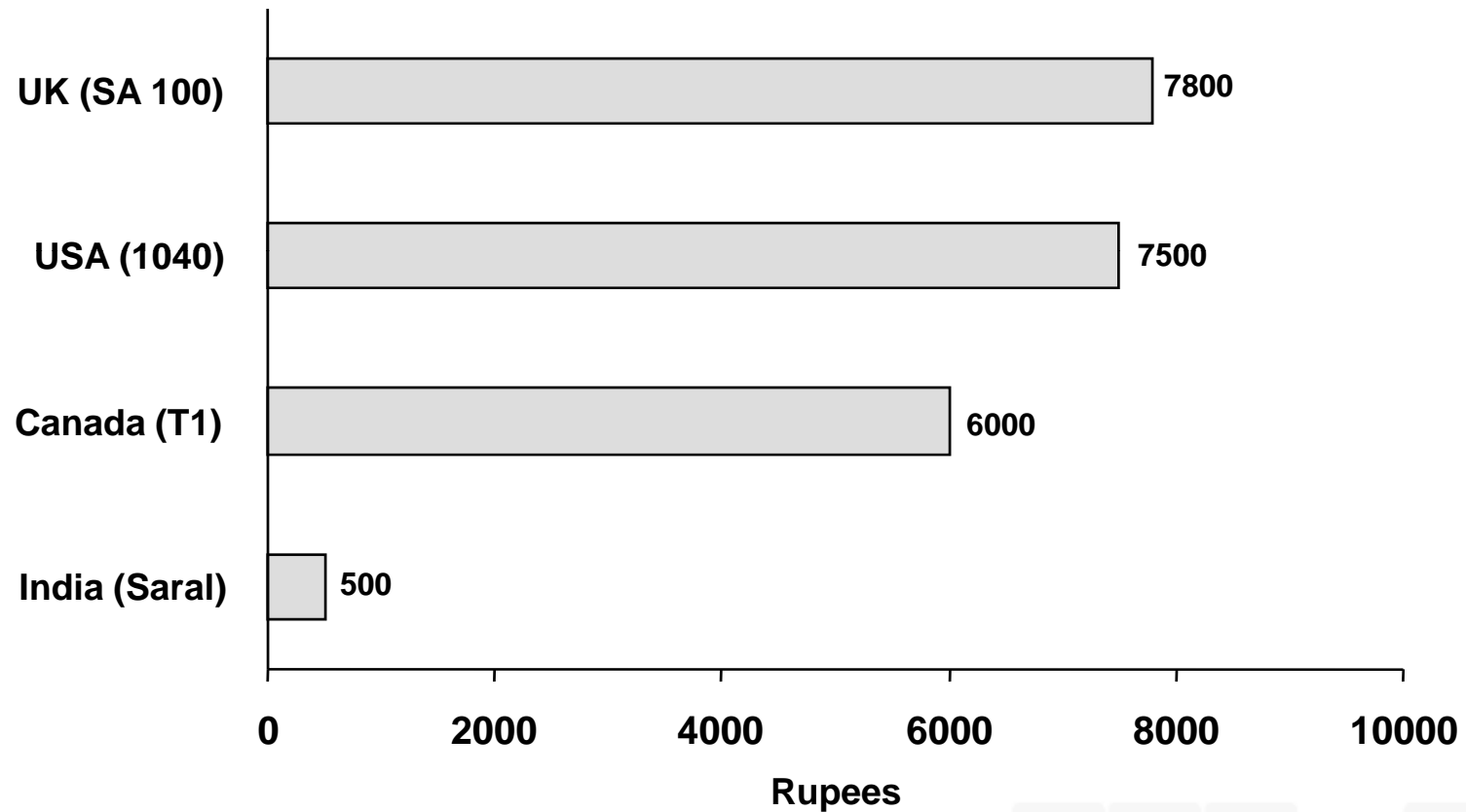
	India	UK	Canada	USA
■ % of Returns Filed	2.74%	52.03%	70.19%	78.33%

Percentage of Primary Returns Filed



Huge Opportunity for Indian CA

Estimation of Rates charged for Primary Returns in India, Canada, USA & UK



Comparative Rates for Primary Returns


Huge Opportunity for Indian CA

Summary : India & USA

	INDIA	USA
Population	109.67 crores (apprx)	27.13 (apprx)
Return Filed	3.00 crores (apprx)	21.25 (apprx)
% Filing	2.74 %	78.33 %
Rate	Rs. 500.00 (SARAL)	Rs. 7500.00 (FORM 1040)

This alone suggests that the business volume of US, wrt Form 1040 alone, is roughly **15 times** more than India.


If 10% of US Tax filing gets outsourced to India, our income is multiplied manifold.



Huge Opportunity for Indian CA

Problems – CPAs are facing

- ❖ CPAs are always under stress putting out fires from clients.
- ❖ It is difficult or impossible to find and retain quality staff at a price that is economically feasible.
- ❖ There is not enough time to keep up on all of the technical literature that would be necessary to solve all of their clients problems.
- ❖ The CPA knows that his/her competitor down the street, is trying to market to his/her best client.
- ❖ Who does the CPA refer his/her largest client's audit to, without fear of losing the rest of the same client's business?
- ❖ The CPA is 60 years old and would like to retire in 5 years. Who is there to buy the CPA out? And What will happen if the CPA becomes incapacitated or dies?




Huge Opportunity for Indian CA

Our Institute established on 1st July'1949 has nine chapters outside the country in Abu Dhabi, Bahrain, Doha, Dubai, Jeddah, Zambia, Botswana and Saudi Arabia (Eastern Province), Nairobi, Riyadh, Lebanon. The Institute is also a founder member of IFAC, CAPA, SAFA, and a numbers of IASC's

Ya Esha Supteshu Jagarti - The Motto

- ❖ Our role has undergone a sea change in substance and in form – What was once a regulatory function has now evolved to a compendium of roles dealing with finance.
- ❖ The emerging BPO sector has opened a new kaleidoscope of opportunities in eAccounting through which we can globalize and expand our present practices.

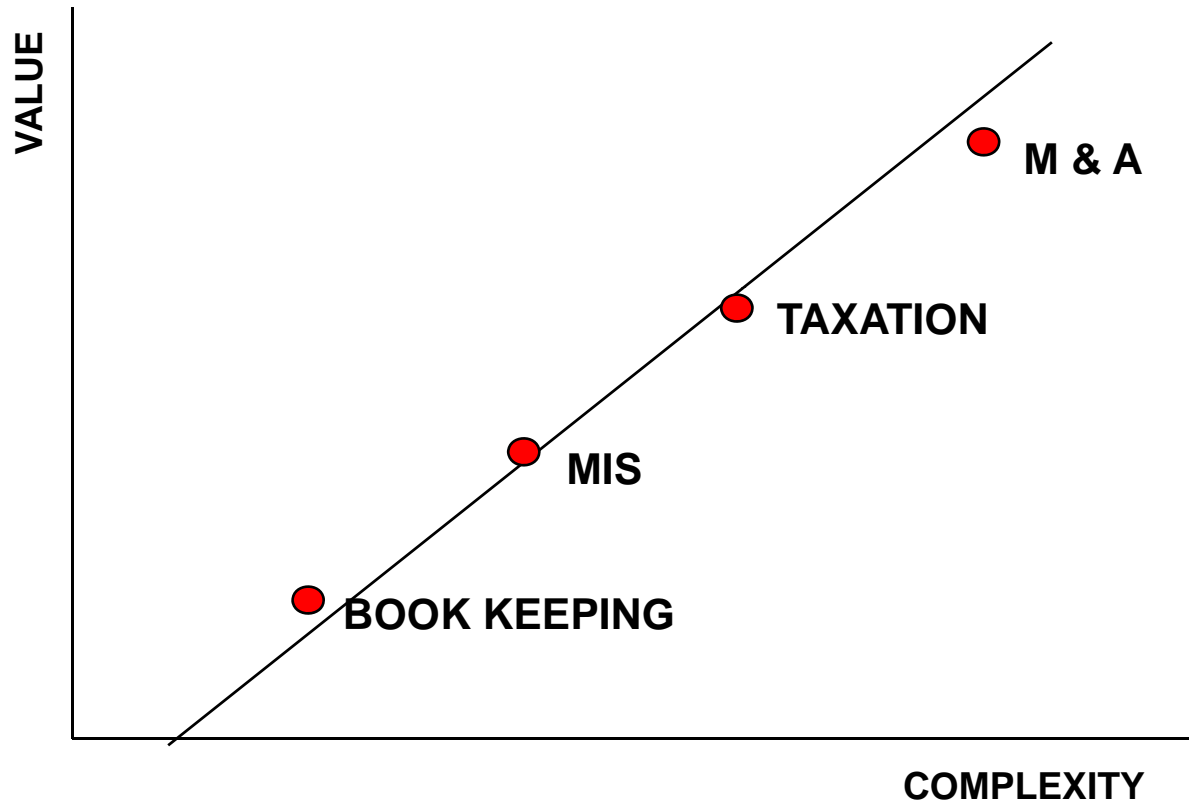


Services – Indian CAs can do for CPAs

- ❖ Book Keeping
- ❖ Filing IRS Returns
- ❖ Financial Statements
- ❖ Payroll Services
- ❖ Credit Decision
- ❖ Account Reconciliation
- ❖ US GAAP Reporting
- ❖ Account Setup
- ❖ Credit/Debit Card services
- ❖ Check Processing
- ❖ Bank Reconciliation and other Financial Services
- ❖ Mortgage loan servicing
- ❖ Customer Account Management
- ❖ Treasury Operations Management




Vision/Road Map for Us



A CA can broadly offer 4 types of services to a CPA

- Bookkeeping
- MIS
- Taxation
- M&A



Huge Opportunity for Indian CA

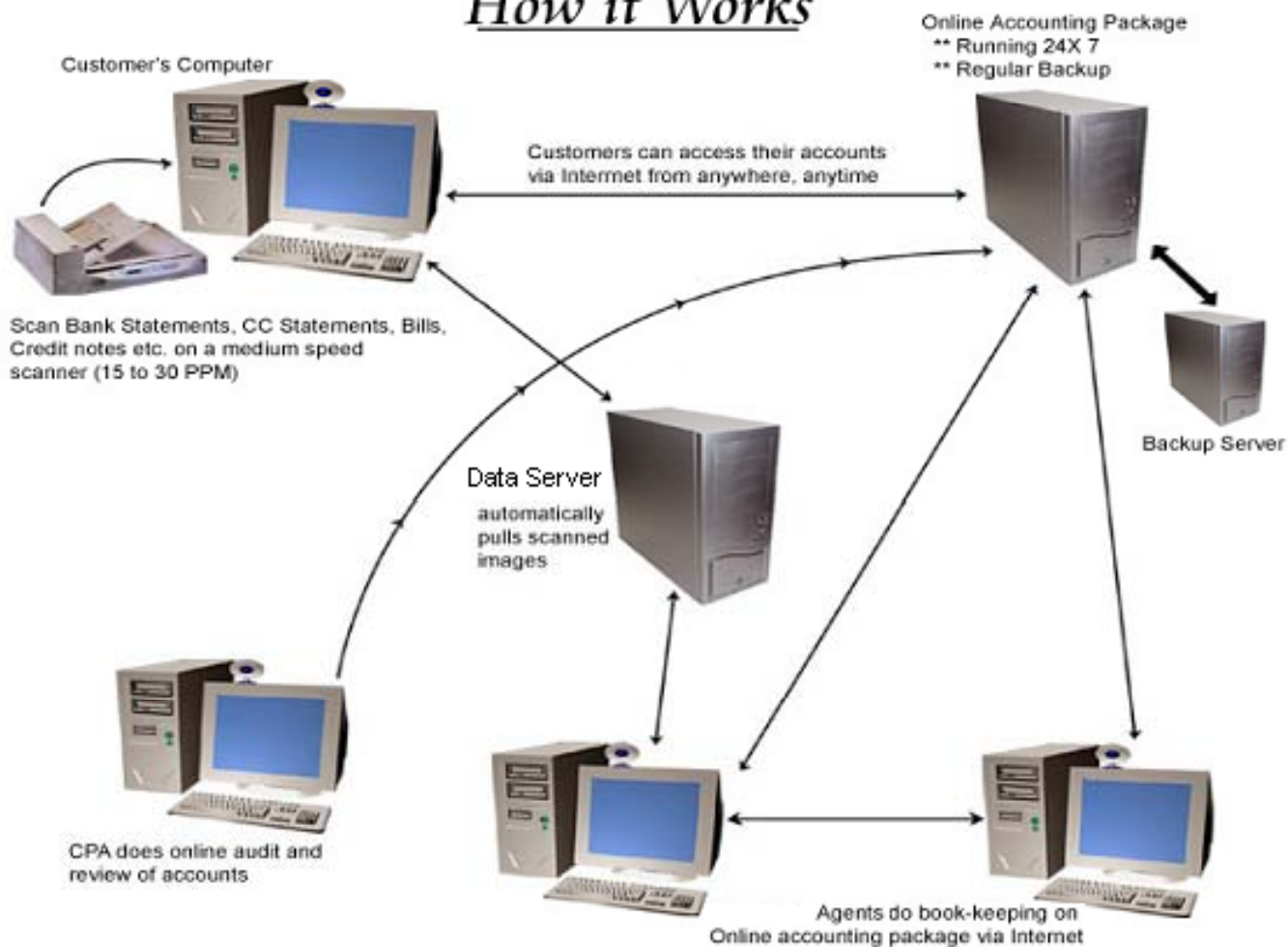
- ❖ Statistics indicate that Indian Chartered Accountants and Commerce Graduates will be in huge demand for doing back-end accounting and taxation work for CPA firms in USA, UK and Canada online, through eAccounting
- ❖ Bottom line : **“Make Hay when the Sun Shines.”**
- ❖ I firmly believe that WE, over 1lac members, with a rich heritage of 53 years can surely make this happen.



How it Works

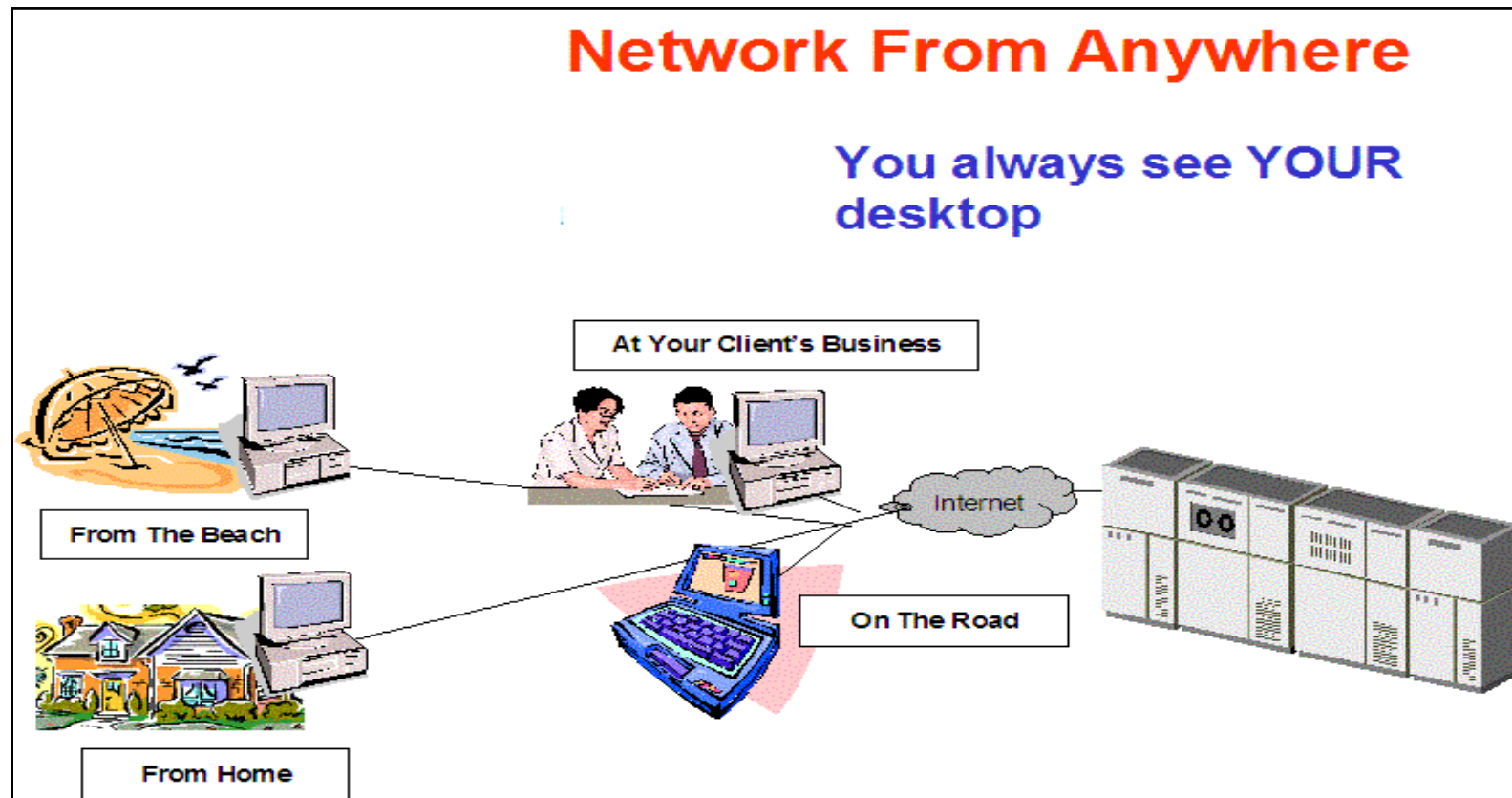
- ❖ The CPA accesses the ASP desktop, scans all documents and puts them on the Desktop.
- ❖ Overnight, the Bookkeeper accesses the same Desktop, processes all scanned information in the "To be processed" folder and makes entries into the QuickBooks /Peach tree/ or other accounting package
- ❖ Transfers the processed information into the "Completed Folder" on the Virtual Desktop.
- ❖ This is the equivalent of leaving your PC in the hands of a Bookkeeper in your payroll, who will process your information & make entries over night.

How it Works



Virtual Desktops- How it works ?


Virtual Desktops help everyone work on the same system, the same platform, the same version of the software application. And the entire data is secure, backed up automatically, and kept current in real time





How it works ?

Data Upload




UPLOAD FILES

Upload File(s) to --- \QBDATA_ABC\Financial Statements

Click the **BROWSE** button to select file(s) and click **UPLOAD** when ready:

File #1:	<input type="text" value="C:\0 The BDN\2 Dan Gc"/>	<input type="button" value="Browse..."/>
File #2:	<input type="text"/>	<input type="button" value="Browse..."/>
File #3:	<input type="text"/>	<input type="button" value="Browse..."/>
File #4:	<input type="text"/>	<input type="button" value="Browse..."/>
File #5:	<input type="text"/>	<input type="button" value="Browse..."/>
File #6:	<input type="text"/>	<input type="button" value="Browse..."/>
File #7:	<input type="text"/>	<input type="button" value="Browse..."/>
File #8:	<input type="text"/>	<input type="button" value="Browse..."/>
File #9:	<input type="text"/>	<input type="button" value="Browse..."/>

PLEASE NOTE: Performing other actions in this window will cause the data transfer to abort. If you wish to perform other tasks online or within your storage account, please open a new browser window.



LOGIN

USERNAME >

PASSWORD >

DOMAIN >

Standard | Secure





How it works ?

Data Storage

The screenshot illustrates the integration between a web-based file sharing service and a local file system. On the left, the eFileShare web interface shows a 'Home Directory' for user 'Rob Duckwall' with a 'Current SwapDrive: rduckwall'. A progress bar indicates 35.68MB used and 14.32MB free. Below this, a table lists files in the current directory:

NAME	SIZE	TYPE
rduckwall		File Folder
backup		File Folder
fla.exe	145007	Application
grAHA.dwf	69393	DWF File
Plans_B.dwf	19456	DWF File
slides.ppt	352250	Powerpoint Show.7
finalsee.sit	690218	SIT File

On the right, a Windows Explorer window titled 'backup' shows a local directory structure. A blue arrow points from the 'backup' folder in the Explorer to the 'backup' folder in the web interface. Another blue arrow points from the 'fla.exe' file in the web interface to the 'fla.exe' file in the Explorer, demonstrating the synchronization of files between the two environments.

eFileShare enables users to store and share files securely, quickly and simultaneously through the web, eliminating the risks & delays related to email attachments or traditional shipment methods.



How it works ?

Data Download

@FileShare™

DOWNLOAD FILE

	Name
download	P_ILDec20

How it works:

- A user upload
- The subscribe recipients' email that is similar to

File Download


You have chosen to download a file from this location.
setup.exe from www.smartftp.com

What would you like to do with this file?

- Run this program from its current location
- Save this program to disk

Always ask before opening this type of file

OK Cancel More Info



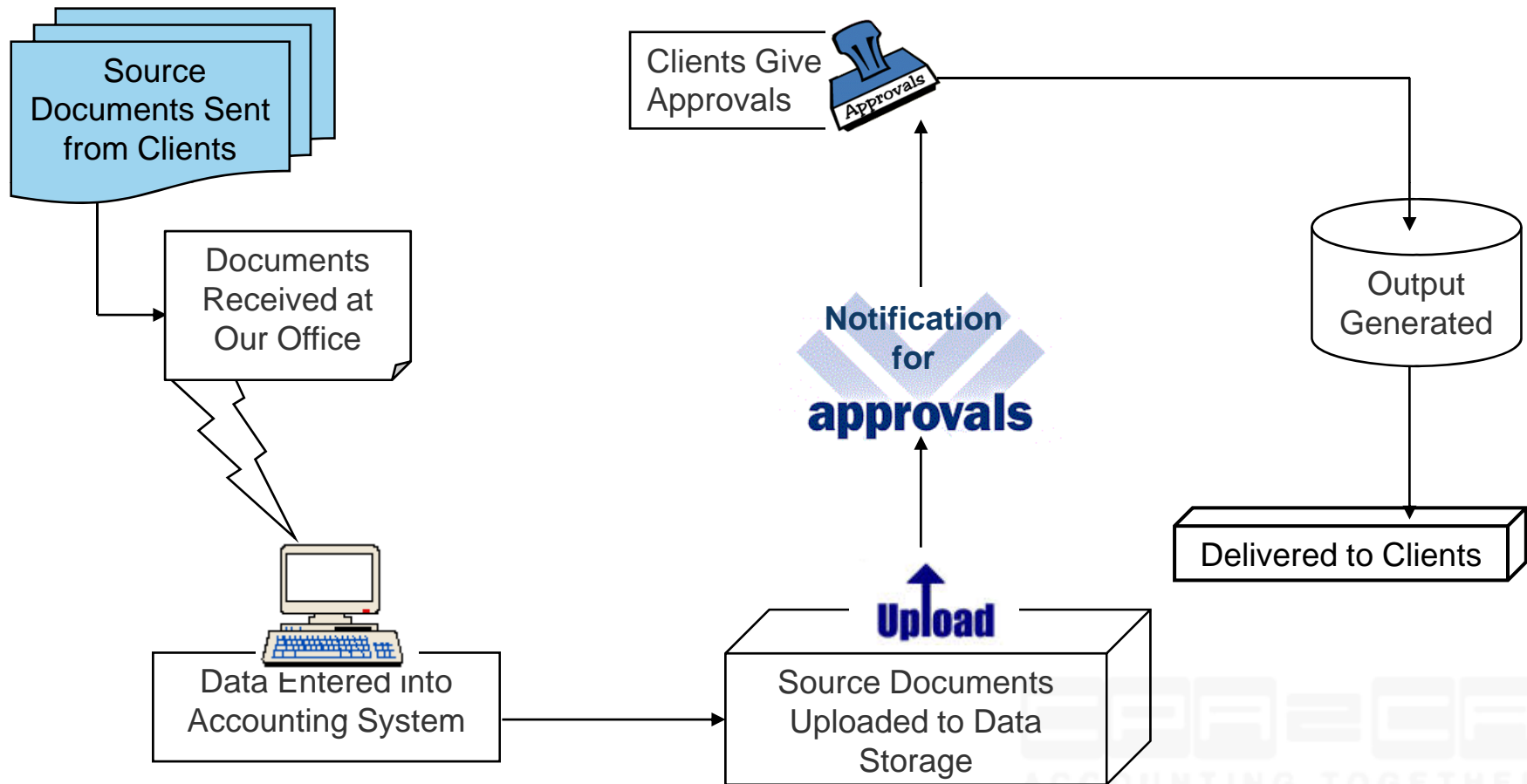
How it works ?

Operational Workflow Process

- ❖ Receive Source Documents from Clients
- ❖ Enter the Portal
- ❖ Enter the Information into the Accounting Application
- ❖ Store the Source Documents Electronically
- ❖ Notify Clients that Approvals are Needed
- ❖ Generate Output (i.e. Checks, Invoices, etc.)
- ❖ Create Standard and Custom Reports

How it works ?

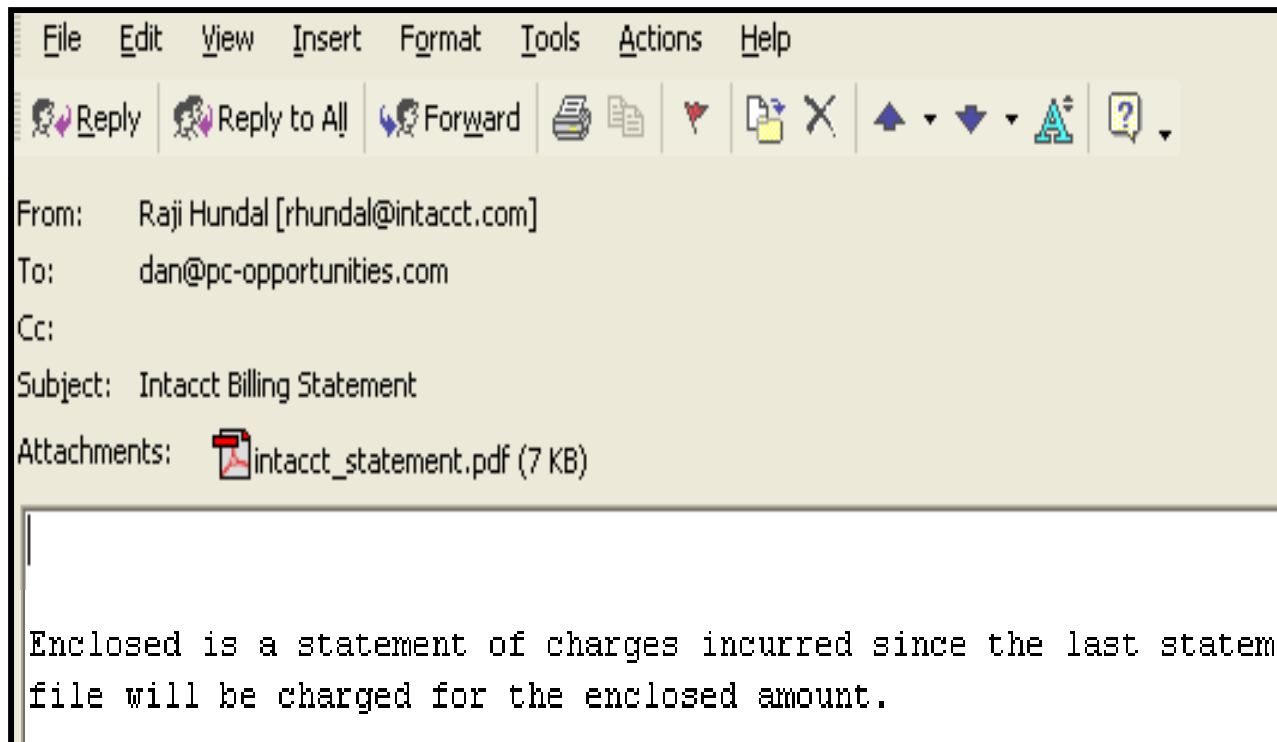
Operational Workflow Process





How it works ?

Operational Workflow Process



**Receipt
of
Source
Docs
via**

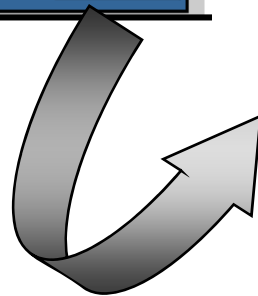
email



How it works ?

Operational Workflow Process

The screenshot shows the CPAASP website interface. At the top left is the logo "CPAASP™ online accounting solutions @accounting™". To the right are navigation icons for home, order, login, help, and contact. Below the navigation is a menu with "Solutions | Support | Finance Professionals | Small Business | Enterprise | General Information". On the left side, there are links for "Services and Pricing", "E-Marketing", "Website Solutions", "Education", and "Join Our Mailing List!". The main content area features a "Login" form with fields for "Username" (containing "CPA_1") and "Password" (containing "*****"), and a "Log In" button. To the right of the login form is a "Portal Options" box with a bullet point: "Type your user name password in the boxes to log in."



The screenshot shows the "Applications" dashboard. At the top right is a "Logout" button. Below are navigation links for "Top" and "Up". The dashboard contains several application tiles: "Force Logoff", "Printer config tool", "QBA01", "QBA08", and "Virtual Desktop".

Portal Options

- Refresh your application list.
- Change your password.
- Change your screen size.
- View help documentation.
- Re-enter your login credentials.
- Logout dropped sessions (launch from Applications).

thawte All portal data encrypted using thawte secure SSL web certificates



How it works ?

Virtual Desktop

The screenshot displays a Citrix ICA Client window titled "jkg 2000 - Citrix ICA Client". The desktop background is black with a "CITRIX" logo in the bottom right corner. On the left side, there is a vertical menu of application icons: "My Computer", "WORD", "ACCESS", "EXCEL", "OUTLOOK", "POWERPO...", and "QuickBooks Pro 2002". A "WORD" application window is open in the top right. A "jkg 2000" taskbar is visible at the bottom. A "jkg 2000" taskbar is also visible at the bottom of the desktop area.

In the center, a dialog box titled "ICA Client File Security" is open. It contains the following text and options:

A server application is trying to access your local client files.

What access should be allowed?

- No Access
- Read Access
- Full Access

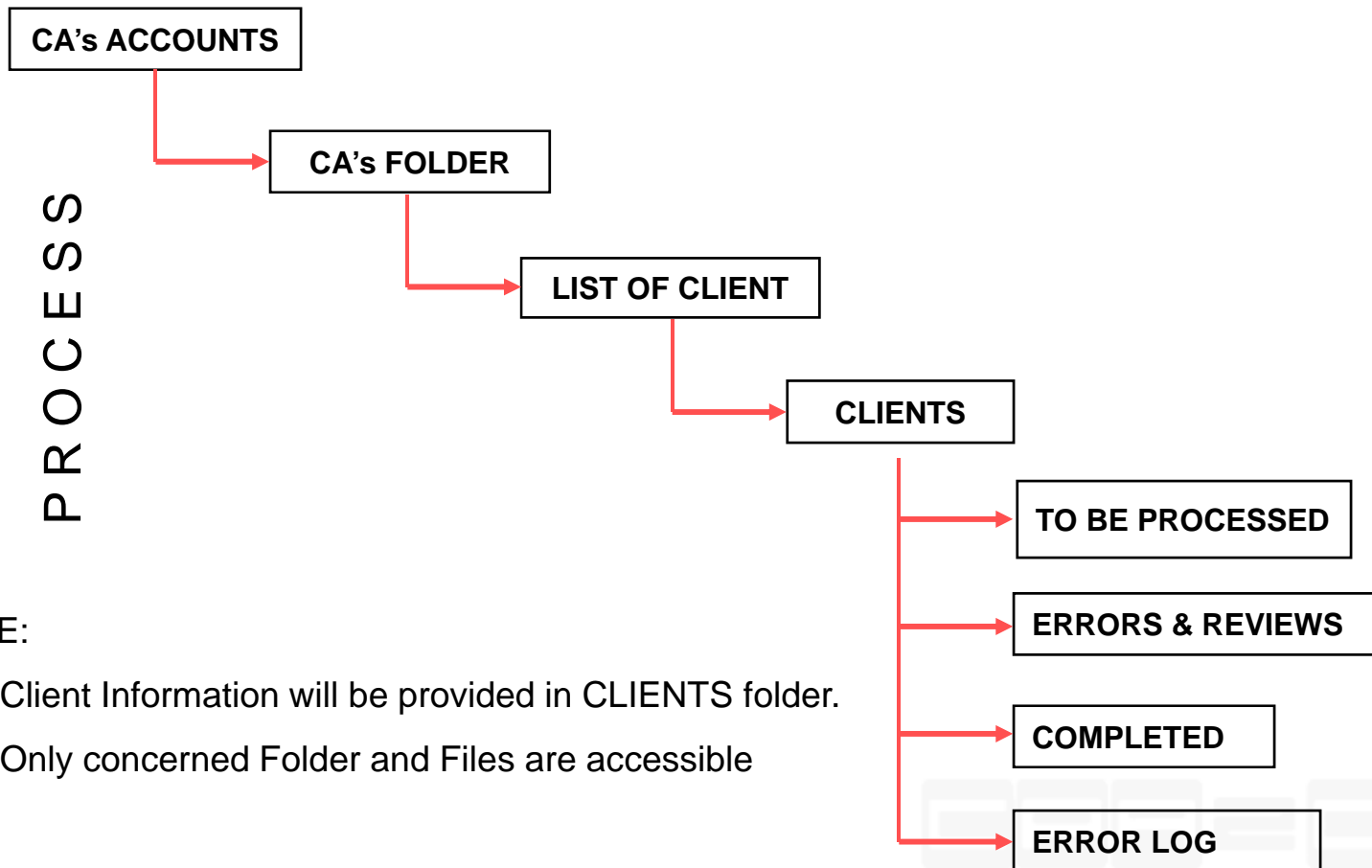
Do you want to be asked again?

- Always ask me once per connection
- Never ask me again for this application
- Never ask me again for any application

Buttons for "OK" and "Cancel" are at the bottom of the dialog box.

How it works ?

Folder & Paths



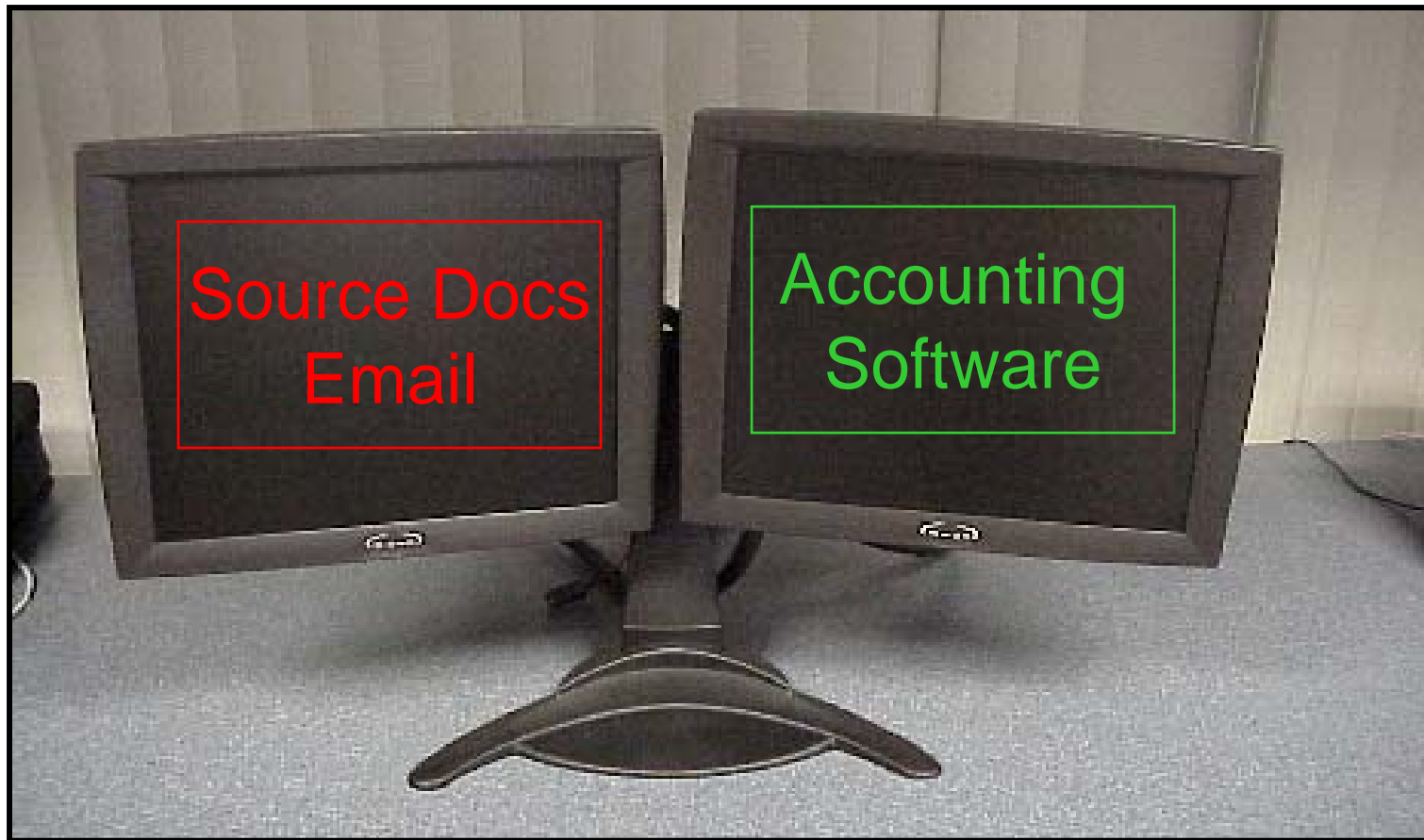
NOTE:

- ❑ Client Information will be provided in CLIENTS folder.
- ❑ Only concerned Folder and Files are accessible



How it works ?

Dual Monitors



ACCOUNTING TOGETHER



How it works ?

Dual Monitors - Enter Information into Accounting Application

Source Docs

FROM : CBS INC PHONE NO. : 408292123 JUL 18 2003 09:32AM P1

Lenax Landscaping, Inc.
88501 San Antonio Rd., Ste. N
Los Altos, CA 94031
tel: (650)648-3639 fax: (650)648-7006

Worksheet for Percentage Complete

DATE: 6/23/03

PROJECT: Lenax

ITEM	DESCRIPTION	Plan %	Cur %	Total %
Contract	Marketing Roll-up	100%	100%	100%
Contract	Printed rolls with multiple flagstone or other 7 1/2" x 11" top or 2" thick irregular flagstone or other 14 1/2" x 11" top or 2" thick irregular flagstone or other 14 1/2" x 11" top	100%	100%	100%
Contract	Spa Area - Various #2	100%	100%	100%
Contract	Open concrete 30' x 4'	100%	100%	100%
Contract	Strip concrete (3) interlocking concrete sidewalk - irregular	100%	100%	100%
Contract	Strip concrete (3) interlocking concrete sidewalk - irregular	100%	100%	100%

Accounting Software

Lenax Landscaping, Inc. - QuickBooks Premier Accountant Edition 2003 (multi-user) (3/14)

INVOICE

DATE: 07/23/03 INVOICE #: 1272

ITEM DESCRIPTION RATE QTY AMOUNT


DESIGN	Design services rendered June 27 - 30, 2003			
DESIGNING BILL	Sheet Preparation: revisions to layout references	0.00	1.25	0.00
DESIGNING BILL	Sheet Preparation: revisions to planting	0.00	2	0.00
DESIGNING BILL	Meeting: collaboration (in house)	0.00	0.25	0.00
CONSTRUCTION	Sheet Preparation: Planting	0.00	13	0.00
CONSTRUCTION	Site Visit: 10:00AM review	0.00	1.5	0.00
CONSTRUCTION	Administration: correspondence, product research, follow-up (checking, printing)	0.00	0.75	0.00
CONSTRUCTION	Sheet Preparation: details, specifications, elevations & sections	0.00	1.25	0.00
CONSTRUCTION	Meeting: collaborative (in house)	0.00	0.25	0.00
CONSTRUCTION	Meeting w/clients, agencies, consultants	0.00	1	0.00
CONSTRUCTION	Project Costing: refine estimate, contract	0.00	0.25	0.00
	Design Services - Designer	75.00	18.16	1,362.50
DESIGN DEVELOP	Reproduction - Pennek Digital Imaging #19173, #19961, #19300, #19306	71.45		71.45
	Total			1,805.95

Balance Due: 1,805.95

Print: To be printed To be emailed

Sign & Close Save & New Cancel


ACCOUNTING TOGETHER



How it works ?

Infrastructure

- ❖ Well spaced work place
- ❖ Necessary furniture and fixtures.
- ❖ Pentium II, 64MB RAM and above.
- ❖ Dedicated Internet leased line(128 kbps – 1:1)
- ❖ Dual Monitor System or Split Screen (Min 17” or 19”)
- ❖ Windows 2000 and Citrix Client Installed



How it works ?


CPA Firms - Expectations

- ❖ Do not leak any information
- ❖ Do not download any files or document in floppies, CD, etc.
- ❖ Do not print any document of clients
- ❖ Do not bring any floppies, CD, Paper Sheets in workplace
- ❖ Maintain a single exit & entry in workplace
- ❖ Follow FASB – 99 – Rules for Accountants prescribed
- ❖ Track your time—how much hours you devoted to each client
- ❖ Become a CPA and a member of AICPA
- ❖ Subscribe to journals and magazines dedicated to CPAs
- ❖ Participate in CPA events in the US

How it works ?

Expectation from Indian BookKeeper

- ❖ First Class B.Com Graduate
- ❖ Minimum 3 Years Accounting Experience in CA firms
- ❖ Command over English (Oral & Written)
- ❖ Undergone minimum 6 months of Computer Course
- ❖ Minimum 6 months practical experience over accounting packages like Tally etc.
- ❖ Knowledge over Chatting, Browsing, Networking etc.
- ❖ Loyal & Dedicated
- ❖ Positive Attitude and eager to learn more....



How it works ?

Pre-requisites from Indian BookKeeper

- ❖ Basic Objectives of E-Accounting
- ❖ MPO Work Process Flow
- ❖ Online Training & Streaming Process in Quick books
- ❖ Quick Book Certification
- ❖ Terminology & GAAP
- ❖ Business & Accounting Practices in US
- ❖ Insight into financial instruments like mortgages, car loans etc.
- ❖ Multiple Currencies in day to day transactions
- ❖ Ratio Analysis
- ❖ Bank Charges of various services provided

How it works ?

Pre-requisites from Indian BookKeeper - Technical

- ❖ Operating Systems
- ❖ Networking
- ❖ PDF & Scanned Images
- ❖ MSN & Yahoo Messenger
- ❖ Pivot Tables in Excel
- ❖ Windows 2000 Server
- ❖ Configuring Outlook Express
- ❖ Insynq
- ❖ Citrix Platform

How it works ?

Popular Accounting Software

INDIA	USA	CANADA	UK
Tally	QuickBooks	Simply Accounting	IRIS Paye
FACT	Peachtree	MYOB	IRIS Financials
EX NGN	Net Ledger	QuickBooks Pro	VT Final Accounts
Expert	MYOB	Quasar 1.2	SAGE Line 50



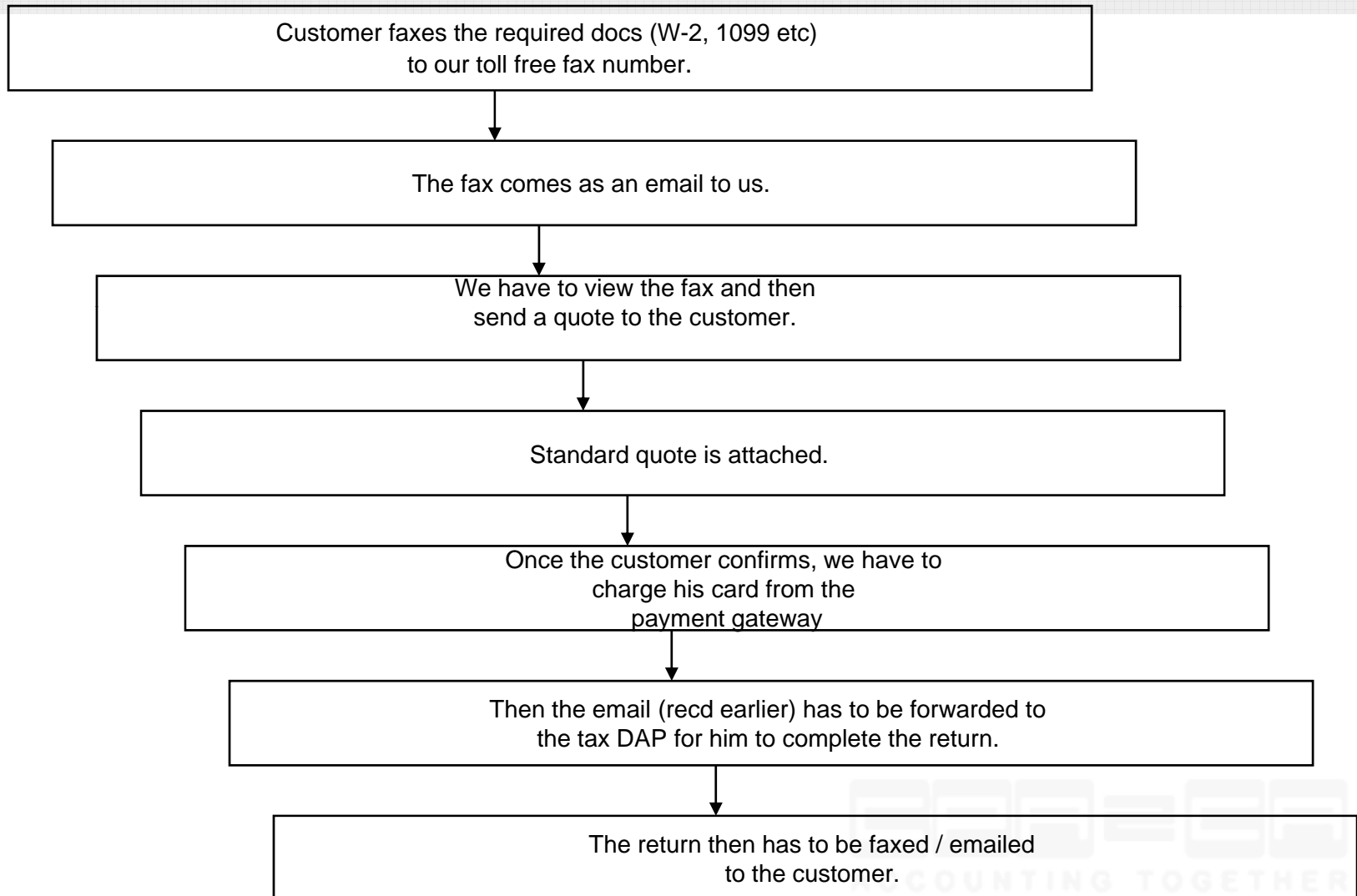
US Taxation

Regulatory Body

- ❖ Internal Revenue Service (IRS) www.irs.gov.in
- ❖ American Institute of Certified Public Accountants www.aicpa.org
- ❖ Financial Accounting Standard Board www.fasb.org



How it works (E-Filing)





STEP # 1.

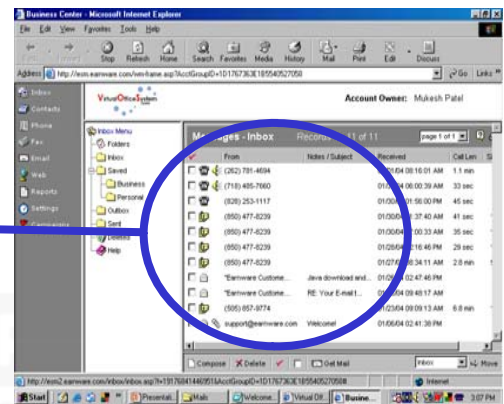
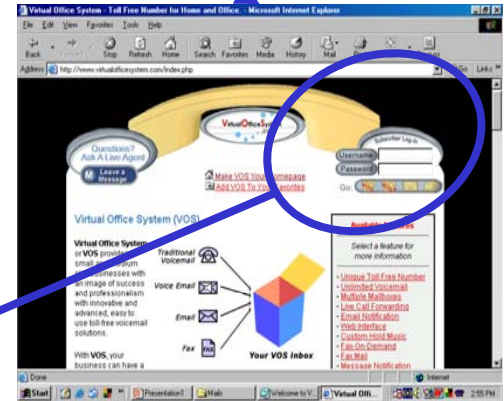
Information received as E-Mail

We log in using our User ID and Password.

Information received as E-Mails.



Client simply Faxes, Calls or E-Mails the details.



STEP # 2.

Details viewed / checked and a quotation is created.

Voicemail - Microsoft Internet Explorer

Voicemail

Save Notes Fwd Delete Close << Prev Next >>

To (877) 578-4939

From (718) 485-7680 [Add to Contacts](#)

Date 1/31/2004 6:00:28 AM

Call Length 33 sec

Msg Length 9 sec [Play message](#) [Call Detail](#)

Notes

Information Attached as Phone Call.

Fax - Microsoft Internet Explorer

Fax Notes

Save Notes Fwd Delete Close << Prev Next >>

To (877) 578-4939

From (850) 477-8200 [Add to Contacts](#)

Date 2/2/2004 8:34:48 AM

Call Length 34 sec

Msg Length 1 Page [Fax](#)

Notes

Information Attached as Fax Document.

Voice attachment.

Fax attachment.

BUILDERS KITCHENS INC. QUOTATION DATE: 8/25/01

DATE	REF/PRO FORMA INVOICE NO.
COMMODITY	EXPECTED SHIP DATE
CUSTOMER	PACKED DIMENSIONS
COUNTRY	PACKED WEIGHT
PAYMENT TERMS	PACKED CUBE

PRODUCTS TO BE SHIPPED FROM _____ TO _____

SELLING PRICE OF GOODS: \$ _____

SPECIAL EXPORT PACKING:
\$ _____ quoted by _____
\$ _____ quoted by _____
\$ _____ quoted by _____

INLAND FREIGHT:
\$ _____ quoted by _____
\$ _____ quoted by _____
\$ _____ quoted by _____

Inland freight includes the following charges:
 unloading pier delivery terminal

OCEAN FREIGHT	tariff item	AIR FREIGHT	spec code
\$ _____	# _____	\$ _____	# _____
\$ _____	# _____	\$ _____	# _____
\$ _____	# _____	\$ _____	# _____

Ocean freight includes the following surcharges:
 Port congestion Heavy lift
 Currency adjustment Bunker
 Container rental Wharfage

Air freight includes the following surcharges:
 Fuel adjustment
 Container stuffing

INSURANCE Includes war risk rate: _____ per \$100 or \$ _____
INSURANCE Includes war risk rate: _____ per \$100 or \$ _____

TOTAL OCEAN CHARGES \$ _____ TOTAL AIR CHARGES \$ _____

FORWARDING FEES: \$ _____
Includes: Courier Fees Certification Fees Banking Fees

CONSULAR LEGALIZATION FEES: \$ _____

INSPECTION FEES: \$ _____

DIRECT BANK CHARGES: \$ _____

OTHER CHARGES: \$ _____

TOTAL: FOB C & F
 FAS CIF \$ _____

Form No. 10-200 Printer and Sold by ENR 700 Central Ave. New Providence, NJ 07093-1900 ©2000

ACCOUNTING TOGETHER



STEP # 3.

Quotation sent to the Client via Fax, Phone or E-mail.



BUILDER'S KITCHENS INC. QUOTATION		DATE:	8/25/01
DATE	REF/PRO FORM INVOICE NO.		
COMMODITY	EXPECTED SHIP DATE		
CUSTOMER	PACKED DIMENSIONS		
COUNTRY	PACKED WEIGHT		
PAYMENT TERMS	PACKED CUBE		
PRODUCTS TO BE SHIPPED FROM _____ TO _____			
SELLING PRICE OF GOODS: \$ _____			
SPECIAL EXPORT PACKING: \$ _____ quoted by _____ \$ _____ quoted by _____			
INLAND FREIGHT: \$ _____ quoted by _____ \$ _____ quoted by _____			
Inland freight includes the following charges: <input type="checkbox"/> unloading <input type="checkbox"/> pier delivery <input type="checkbox"/> terminal <input type="checkbox"/>			
OCEAN FREIGHT \$ _____ quoted by _____		AIR FREIGHT \$ _____ Quoted by _____ spec code _____	
Ocean freight includes the following surcharges: <input type="checkbox"/> Port congestion <input type="checkbox"/> Heavy lift <input type="checkbox"/> Currency adjustment <input type="checkbox"/> Bunker <input type="checkbox"/> Container rental <input type="checkbox"/> Wharfrage			
Air freight includes the following surcharges: <input type="checkbox"/> Fuel adjustment <input type="checkbox"/> Container stuffing			
INSURANCE <input type="checkbox"/> Includes war risk rate: _____ per \$100 or \$ _____		INSURANCE <input type="checkbox"/> Includes war risk rate: _____ per \$100 or \$ _____	
TOTAL OCEAN CHARGES \$ _____		TOTAL AIR CHARGES \$ _____	
notes: _____			
FORWARDING FEES: \$ _____			
Includes: <input type="checkbox"/> Carrier Fees <input type="checkbox"/> Certification Fees <input type="checkbox"/> Banking Fees			
CONSULAR LEGALIZATION FEES: \$ _____			
INSPECTION FEES: \$ _____			
INDEPENDENT BANK CHARGES: \$ _____			
OTHER CHARGES: \$ _____			
TOTAL: <input type="checkbox"/> FOB <input type="checkbox"/> C & F <input type="checkbox"/> FAS <input type="checkbox"/> CIF			

Wait for the quotation to get approved by the client.



STEP # 4.

BUILDER'S KITCHENS INC. QUOTATION DATE: 8/25/01

DATE _____ REF-PRO FORMA INVOICE NO. _____
COMMODITY _____ EXPECTED SHIP DATE _____
CUSTOMER _____ PACKED DIMENSIONS _____
COUNTRY _____ PACKED WEIGHT _____
PAYMENT TERMS _____ PACKED CUBS _____

PRODUCTS TO BE SHIPPED FROM _____
TO _____

SELLING PRICE OF GOODS: \$ _____

SPECIAL EXPORT PACKING:
\$ _____ quoted by _____
\$ _____ quoted by _____
\$ _____ quoted by _____

INLAND FREIGHT:
\$ _____ quoted by _____
\$ _____ quoted by _____
\$ _____ quoted by _____

Inland freight includes the following charges:
 unloading pier delivery terminal

OCEAN FREIGHT	tariff	item	AIR FREIGHT	quoted by	spec code
\$ _____	# _____	_____	\$ _____	_____	# _____
\$ _____	# _____	_____	\$ _____	_____	# _____
\$ _____	# _____	_____	\$ _____	_____	# _____

Ocean freight includes the following surcharges:
 Port congestion Heavy lift
 Currency adjustment Bunker
 Container rental Wharfage

Air freight includes the following surcharges:
 Fuel adjustment
 Container stuffing

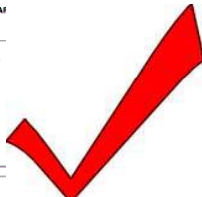
INSURANCE includes war risk rate: _____ per \$100 or \$ _____
TOTAL OCEAN CHARGES \$ _____ TOTAL AIR CHARGES \$ _____
notes: _____ notes: _____

FORWARDING FEES:
Includes: Courier Fees Certification Fees Banking Fees

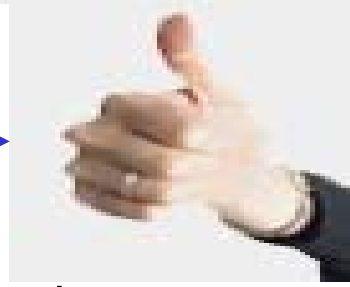
CONSULAR LEGALIZATION FEES:
INSPECTION FEES:
DIRECT BANK CHARGES:
OTHER CHARGES: _____

TOTAL: FOB _____ C & F _____
 FAS _____ CIF _____

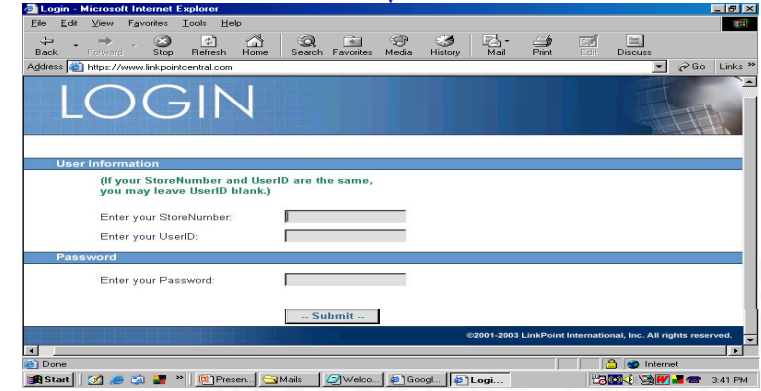
Form No. 10-588 Printed and Sold by LINKPOINT 700 Central Ave. New Providence, NJ 07093-1000 800-821-2888



Client checks quotation.

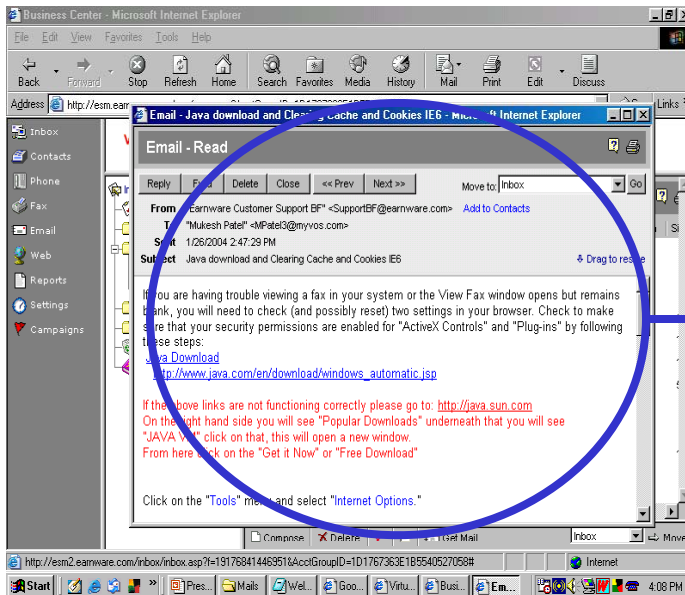


Quotation gets approved, information regarding the clients credit card acquired & charged through his card at payment gateway





STEP # 5.



E-Mail containing details of the assignment received earlier forwarded to the DAP to be processed.



Returns processed and soft copy sent back to us for quality control.



STEP # 6.

Return faxed or E-mailed to the client.




ACCOUNTING TOGETHER

TAXACT 2003

File Edit Federal State Reports View Online Preferences Help

Back Forward Save Home QnA Alerts Forms Summary Print Elec Filing History WWW Help

Step: **Home Page** Federal Refund **\$0.00**



The main content area features a central logo for "TaxACT Standard 2003". Surrounding the logo are seven numbered steps, each with an illustrative image: 1. Basic Information (family), 2. Life Events (woman at desk), 3. Federal QnA (eagle with flag), 4. State QnA (statehouse), 5. Review (woman reading), 6. Filing (postman with envelope), 7. Next Year (cherub with "2004"). A note at the bottom of the steps reads: "(If you are just getting started, click on Step 1. Basic Information.)"

1 Basic Information

2 Life Events

3 Federal QnA

4 State QnA

5 Review

6 Filing

7 Next Year

(If you are just getting started, click on Step 1. Basic Information.)

Start | intl taxation | Microsoft PowerPoin... | 2003 Tax Retur... | 12:24 PM



2003 Tax Return File - TaxACT 2003 Standard Edition

File Edit Federal State Reports View Online Preferences Help

Back Forward Save Home QnA Alerts Forms Summary Print Elec Filing History WWW Help

Step: Name and Address Federal Refund \$0.00

Background Information - Name and Initial

Please enter your complete name and initial below.

First Name:

Middle Initial:

Last Name:

As you enter your information the appropriate forms will be completed automatically. After completing the you will have the opportunity to review the completed return. When you are finished, click the **Continue** button to advance to the next question.

Details
Form Instructions
J.K.Lasser Expert Tax Help

2003 Tax Return File - TaxACT 2003 Standard Edition

File Edit Federal State Reports View Online Preferences Help

Step: Name and Address Federal Refund \$0.00

Form Form Instructions J.K.Lasser Expert Tax Help History

FORM Department of the Treasury - Internal Revenue Service

1040 U.S. Individual Income Tax Return 2003

Label For the year Jan.1-Dec. 31, 2003, or other tax year beginning _____, 2003, ending _____, 20 OMB 1545-0074

Your first name and initial Last name Your social security number

Spouse's first name and initial Last name Spouse social security number

Home address (number and street) Apt. no. Foreign country

City, town, foreign city, province and postal code State ZIP Code

You Spouse
Yes No N/A Yes No N/A

Presidential Election Campaign Note: Checking 'Yes' will not change your tax or reduce your refund.
Do you, or your spouse if filing a joint return, want \$3 to go to this fund?

Filing Status

- Single
- Married filing joint return (even if only one had income)
- Married filing separate return. Enter SSN above and full name below.
First Name _____ Initial _____ Last Name _____
 Check here if you lived apart from your spouse for all of 2003
- Head of household (with qualifying person)
If the qualifying person is a child but not your dependent enter this child's:
First name _____ Last name _____
Also enter the child's SSN _____
- Qualifying widow(er) with dependent child

Entries are made in a systematic manner in an user friendly inter-phase. All the information are directly transferred to a virtual form as you proceed.



2003 Tax Return File - TaxACT 2003 Standard Edition

File Edit Federal State Reports View Online Preferences Help

Back Forward Save Home QnA Alerts Forms Summary Print Elec Filing History WWW Help

Step: **Filing Status** Federal Refund **\$0.00**

Background Information - Filing Status

Select your appropriate filing status, if it has not already been selected for you.

- Single
- Married filing joint
- Married filing separately
- Head of Household
- Qualifying Widow(er)

Information entered directly effects both the windows.

Details
Form Instructions
J.K.Lasser Expert Tax Help
Back
Continue

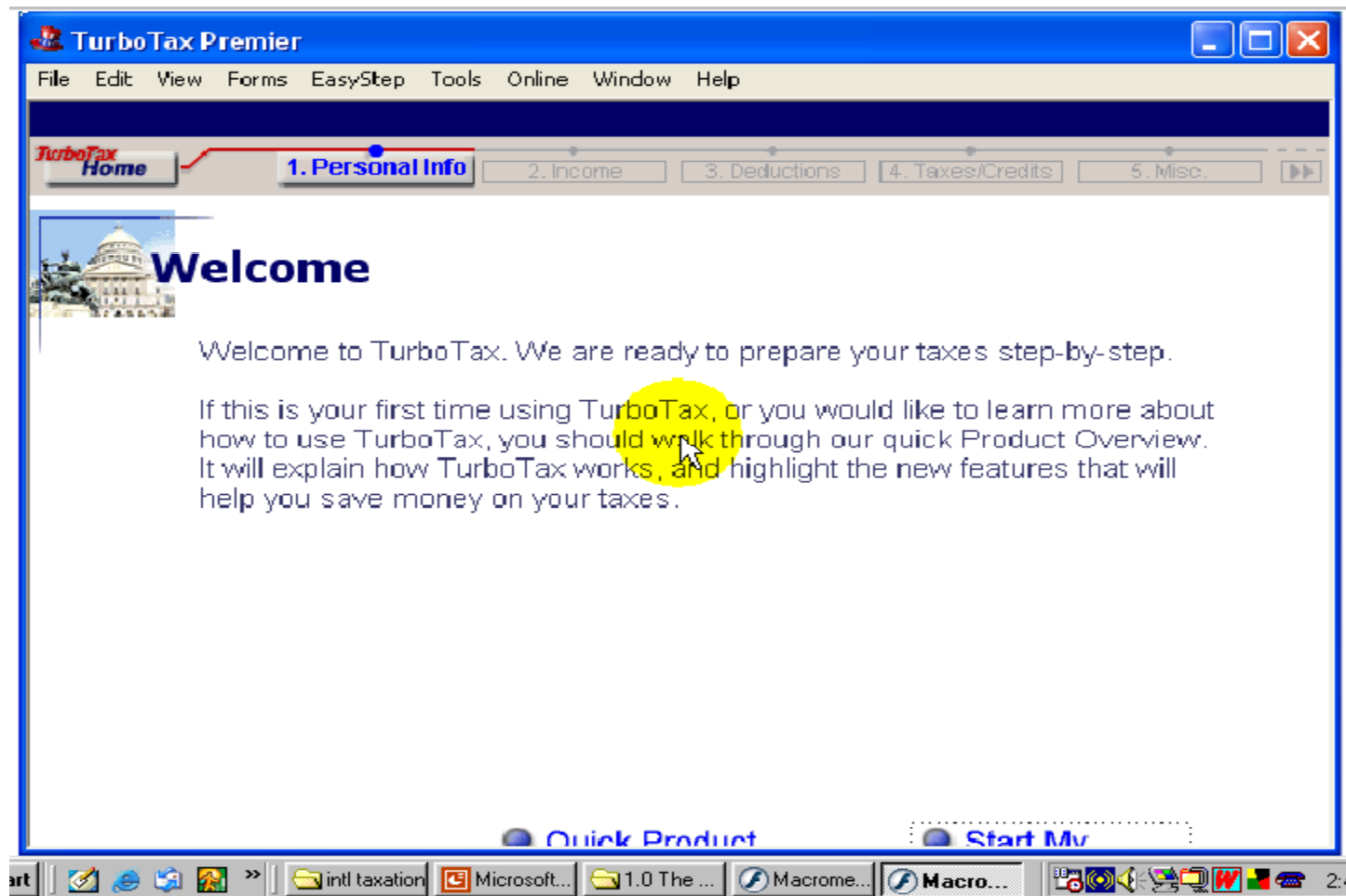
Form Form Instructions J.K.Lasser Expert Tax Help History

Election Campaign Do you, or your spouse if filing a joint return, want \$3 to go to this fund?

Filing Status

1	<input checked="" type="checkbox"/>	Single
2	<input type="checkbox"/>	Married filing joint return (even if only one had income)
3	<input type="checkbox"/>	Married filing separate return. Enter SSN above and full name below. First Name _____ Initial _____ Last Name _____ <input type="checkbox"/> Check here if you lived apart from your spouse for all of 2003 Head of household (with qualifying person) If the qualifying person is a child but not your dependent enter this child's:

TURBO TAX





2002 Smith B Tax Return.tax - TurboTax Premier - [Federal Information Worksheet]

File Edit View Forms EasyStep Tools Online Window Help

Save Print Open a Form Form Errors Final Review Search Help

Federal Information Worksheet Close Form Back to Interview

excludable income of bona fide residents of American Samoa, Guam, or the Commonwealth of the Northern Mariana Islands> _____

Excludable income from Puerto Rico> _____

Foreign Tax Credit (Form 1116):

Check this box to file Form 1116 even if you're not required to file Form 1116.....>

Resident country> USA

Brad & Nancy Smith 555-21-8999 Page 3

Part VII - State Filing Information

Enter your state of residence as of December 31, 2002> NM

Check the appropriate box:

Resident entire year>

Resident part of year>

 Date you established residence in state above> _____

 In which state (or foreign country) did you reside before this change?> _____

If you live in one of the **New York** counties as indicated in help, check this box>

QuickZoom to Form 1040> QuickZoom

Click to enter an "X" or to remove it Tax Due \$0

In this software the entire course is like filling up a form.

Quick zoom takes you directly to a separate window for putting that information into 1040.

Pro ProSeries - 2003 - [Federal Information Worksheet]

File Edit View Forms Import Tools HomeBase Information Window Help

[Information on the Advance Child Tax Cr...](#)
[What are the rules for dependents?](#)
[How can I see the TSJ indicators for dep...](#)
[Electronic Filing and Bank Pro... ? More >](#)

About: Info Wks
 FEDERAL INFORMATION WORKSHEET The Federal Information Worksheet collects most of the general taxpayer information, su... [more...](#)

Search Help:
 <How Do I ...?> **Search**
 For best results, type a full sentence

Federal Information Worksheet 2003
 ▶ Keep for your records

QuickZoom to Form 1040 ▶ QuickZoom
QuickZoom to Client Status ▶ QuickZoom

Part I – Personal Information

Taxpayer:		Spouse:	
Last name	<input type="text"/>	Last name (if different)	_____
First name	_____	First name	_____
Middle initial	_____	Middle initial	_____
Suffix	_____	Suffix	_____
Social security no.	_____	Social security no.	_____
Occupation	_____	Occupation	_____
Date of birth	_____ (mm/dd/yyyy)	Date of birth	_____ (mm/dd/yyyy)
or age as of 1-1-2004	_____	or age as of 1-1-2004	_____
E-mail address	_____	E-mail address	_____
Work phone	_____ Ext _____	Work phone	_____ Ext _____
Cell phone	_____	Cell phone	_____

123 ABC

Federal Information Worksheet

Text Input Field



Form type setup

Navigators

Easy explanations




Quick Zoom feature takes you to the information worksheet of that item

The screenshot displays the ProSeries 2003 software interface for Form 1040. The window title is "ProSeries - 2003 - [Form 1040: Individual Tax Return]". The menu bar includes File, Edit, View, Forms, Import, Tools, HomeBase, Information, Window, and Help. The toolbar contains various icons for file operations and navigation. The main window is divided into several sections:

- About: FY begin month/day:** FISCAL YEAR FIELDS The use of a fiscal year is not supported by the program. If you want to input information on the fiscal year f... [more...](#)
- Search Help:** <How Do I ...?> [Search](#)
For best results, type a full sentence
- FORMS INDEX:** A vertical list on the left side of the window, including: FORMS INDEX, DEPENDENT, INCOME, BUSINESS, IRA/RETIRE, SALES, DEDUCTION, CREDITS, TAXES/PEN, MISCELLAN, EFILE/BANK, Form 1040, Info Wks, Client Statu, W-2 Wks, W-2G Wks, 1099-MISC, 1099-G Wk.
- Form 1040 Worksheet:** The main area displays the tax form. A blue circle highlights the "QuickZoom" button next to the text "QuickZoom to the Federal Information Worksheet".
- Income Section:** Includes instructions: "If you did not get a W-2, see instructions. Please use Form 1040-V. To go to supporting forms or worksheets for any line, QuickZoom from the entry field for that line." The form lines are:
 - 7 Wages, salaries, tips, etc. Attach Form(s) W-2
 - 8a Taxable interest. Attach Schedule B if required
 - 8b Tax-exempt interest. Do not include on line 8a
 - 9a Ordinary dividends. Attach Schedule B if required
 - 9b Qualified dividends (see instructions)
 - 10 Taxable refunds, credits, or offsets of state and local income taxes (see instr.)
 - 11 Alimony received
 - 12 Business income or (loss). Attach Schedule C or C-EZ

The Windows taskbar at the bottom shows the Start button, system tray icons, and the ProSeries 2003 application window. The system clock shows 3:30 PM.



What do we mean by Communication?

Definition

“The exchange of thoughts, messages, or information, as by speech, signals, writing, or behavior”

“The art and technique of using words effectively to impart information or ideas”

Communication takes many forms :

Verbal Communication

Written

e.g. memo's, emails, minutes, documents etc...

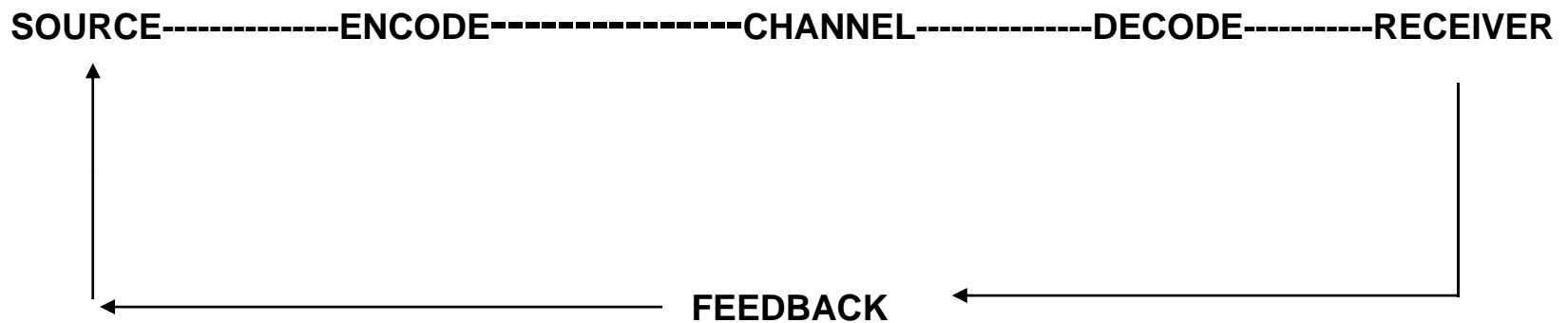
Oral

e.g. meetings, presentations, phone calls etc...

Non Verbal Communication

e.g. facial expressions, body posture, intonation etc...


Process of communication



Communication is a complex two-way process, involving the encoding, translation and decoding of messages.

Effective communication requires the communicator to translate their messages in a way that is specifically designed for their intended audience.

Creating and delivering an effective presentation requires a basic understanding of the communication process.




Why is Communications an issue?

“90% of our issues are caused, compounded or could be avoided if we improved the way we communicate”

- We do **not communicate well** externally or internally
- We do not put ourselves “in the **other person’s shoes**” (empathy)
- We do not **listen** effectively
- We **hide** behind email and documentation
- We do not **leverage all forms** of communication effectively





Challenges in Communication

- Listening more carefully and more responsively
- Explaining my conversational intent and inviting consent
- Expressing myself more clearly and more completely
- Translating my criticisms and complaints into requests
- Asking questions more "open-ended" and more creatively.
- Thanking. Expressing more appreciation, gratitude, encouragement and delight.
- Making the effort .

BARRIERS

- Having pre-conceived ideas about what the caller is going to say
- Something distracting us in the office
- Caller having uninteresting voice.
- Panicking because of our own in experiencing



Four Stages For Writing

- Plan
- Write
- Revise
- Edit




Planning

- What is the purpose
- Outline Important Point



Writing

- Create mental picture of your reader
- Use simple language
- Be specific
- Use the active voice
- Use short paragraphs.
- Use short sentence




Revising & Editing

- Overall purpose & content
- Overall structure organization
- Sentences
- Your personal error



Why e-mail?

- Most popular method of communication (both internal and external)
- They are the source of most of the issues/problems we face while communicating with our global counterpart



Sample Scenario


- **Sample scenario 1 (5-10 minutes)**

You have received a mail from your superior

Dear XYZ (participant),

You were supposed to submit your deliverable last week. Please explain.

You are required to respond to this mail stating that your work had dependencies on another team members deliverables.



Best case for scenario I

TO: XYZ

CC:

Sub: Clarifications for not meeting my deliverables on [project name]


[manager's name],

My apologies for not submitting the [name] deliverable as per the deadline on [date].

I do understand that it has an impact on the project timelines, however, my deliverable is entirely dependant on X's deliverables, which is expected to be completed by [date]. I assure you my task will be complete by [date].

I do realize your concern and will provide regular updates on the status of the deliverables.

Regards,
[your name]



Sample structure

To: [name(s)]

Cc: [name(s) – tip: make sure they are all relevant]

Bcc: [avoid is possible]

Sub: [subject]

[Salutation],

[Context]

[Actions/Impact]

[Closure]

Regards,

[your name]



Subject



Subject: **"Important! Read Immediately!"**

What is important to you may not be important to your reader.



Subject: **"Meeting"**

The content of this message could be anything from a request for a meeting, the announcement of a cancellation or a rescheduling, or the minutes of a meeting that is already over.




Subject: **"Questions about Meeting"**

Fractionally better. If the recipient recognizes your name, and remembers what the two of you last discussed, then the subject line might be somewhat meaningful.




Subject: **"Meeting To resolve the concerns related to the quarterly plan"**

Details like this will encourage the recipient to read and respond quickly.



Guidelines to good email content

- Giving your receivers some context
- Keep the message focused and readable
- Avoid multiple questions
- Skip lines between paragraphs
- Avoid fancy text
- Use templates for frequently used responses
- **USE INVERTED PYRAMID**



ABC of Effective E- Business Writing

- Accuracy : speedy not sloppy
- Spelling counts
- Trim the fat
- Aim for simplicity
- Strive for active style
- Clear writing
- Consider five Ws—who, what ,when ,where and why



Thank You