Receive Office Documents

3.2.2.1 Introduction to the Learning Outcome

This outcome describes the competencies required to receive office documents in an organization. It involves receiving office documents, verifying office documents, identification of types of office documents to be filed and acknowledging receipt of office documents as per workplace policy.

3.2.2.2 Performance Standard

3.2.2.2.1 Office documents are received as per SOPs

3.2.2.2.2 Office documents are verified as per SOPs

3.2.2.23 Office documents' receipt is acknowledged as per SOPs

3.2.2.3 Information Sheet

Definition of terms

Verifying: This is the process of establishing the truth, accuracy, or validity of something.

The purpose for verification is to ensure copies and /or original documents received in the office are duly authorized and signed (certified) as being authentic.

Verified copy: A verified copy means a certified copy. If there is any doubt about the authenticity of the document, it should be sent back for verification to the source which issued it.

Certified copy: A certified copy is one which is signed, dated and certified as a true copy by the authorized person who has viewed the original document and validates that the copy is the same as the original document.

Authentic: This is proof that the source of the documents is actually true and genuine.

When verifying documents, check the following

Style

Format

Grammar and Spelling

Layout

Accuracy

Types of office documents filed.

Organization use documents to communicate transact business and analyze their productivity.

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Business documents may range from brief email messages to legal agreements. Some documents are prepared by employees and business owners, while others are drafted by professionals from outside of the organization.

Documents provide proof of an organization's dealings and may be referred to for years to come; therefore, it is important that they be well written and stored.

Emails and Memorandums

Employees use email to convey information to each other. Before email became prevalent, memorandums were used for intra office messages. Memos are still used in situations where a message is meant to accompany a specific file and in cases that require more privacy than an email.

Both a memo and an email identify the sender and recipient and contain a subject line. The text is formatted in one or more paragraphs.

Business Letters for Outside Communication

Business letters are used to communicate with individuals outside of the office/organization.

Recipients may include customers, colleagues in other businesses, service providers, professionals who advise the business, government officials and job applicants.

They can be emailed or delivered by mail. If a letter is sent in the text of an email, the sender includes his name, job title and contact information at the bottom of the email.

Business Reports

Business reports convey information in a format that is more formal and usually longer than a letter. Reports cover a variety of topics, such as safety compliance, sales figures, financial data, feasibility studies and marketing plans. They may include statistics, charts, graphs, images, case studies and survey results.

Some reports are published for the benefit of investors. If a report is periodic, such as a monthly sales report, a template is used for convenience and to enable comparison with previous reports.

Transactional Documents

These documents may be formatted as a form, such as an order form, transmittal page, invoice or receipt. The types of transactional documents used vary by the nature of a business.

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Financial Documents

Organizations use financial documents to stay within its budget, prepare budget proposals and file tax returns. These documents include receipt records, payroll reports, paid bills, bank statements, income statements, balance sheets and tax reporting forms. These documents may be prepared by the company's accountant. Documents play an essential role in protecting the interests of the business and business owners over the course of a company's lifetime. below is a list of the most common legal documents organizations need to keep.

Company Bylaws Bylaws define how the company will govern itself. Bylaws can help settle a dispute on the length of a director's term or define if you need a simple majority to approve a decision.

Minutes of Meetings They keep an official account of what was done or talked about at formal

meetings, including any decisions made or actions taken. They can help settle a dispute about what happened or didn't happen in a past meeting.

Minutes should be detailed enough to serve as your corporation's "institutional memory." They should include: type of meeting; time and place of meeting; detailed attendance; all actions taken (purchases, elections, etc.); as well as any votes including how everyone voted and who abstained.

Operating agreement If there is more than one member, it becomes important to define how key business decisions will be made, how profits and losses will be shared, what are the rights and obligations of members and what happens when someone wants out of the business. Once members sign the document, it becomes an official, binding contract.

Non-disclosure agreement Organizations have information that should remain private, such as customer list, financial records, or ideas for a new pricing plan. An NDA used to protect this information. This legal document creates a confidential relationship between your business and any contractors, employees, and other business partners who might get a behind-the-scenes look at your operations.

Employment agreement This contract sets the obligations and expectations of the company

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and employee in order to minimize future disputes. Not every hire requires an employment agreement, but the document can be a useful if you want to dissuade certain new hires from leaving your organization too soon, disclosing confidential information about your business, or going to work at a competitor.
The contract should be reviewed by an experienced employment law attorney before given to an employee to sign.

Business plan A business plan may not be a legal document, but it is required should you ever decide to seek financing or sell your business. Your business plan can be brief or bulky, as long as it provides clarity on your business' opportunity and your roadmap to get there.

Memorandum of understanding An MOU falls somewhere between a formal contract and a handshake. It documents any important conversations you have with suppliers, potential partners and others involved in the business. MOUs are great ways to lay out the terms of a project or relationship in writing; however, they may not be legally binding.

Online terms of use organization with a website should include their terms of use. These pages can limit your liability in cases where there are errors in your own content, as well as information contained in any hyperlinks from your website. Terms should let visitors know what they can or can't do on your site, particularly in cases where visitors can comment on blogs or share their own content.

Online privacy policy If your organization gathers any information from customers or website visitors (such as email addresses), the organization is legally required to post a privacy policy that outlines how this information will be used and/or not used.

Apostille Businesses involved in international trade with other Hague Convention countries may need a certificate, known as an "apostille," that authenticates the origin of a public document (like articles of incorporation) so they can be recognized in another country. Apostilles are only valid in countries that are members of The Hague Convention.

In most cases, the organization may not need to create any of these documents. Free templates can be found online to serve as a starting point.

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The organization will need to develop a policy on reception and verification of documents to guide the process and assign responsibilities to those authorized to receive and verify documents.

This process is referred to as a Standard Operating Procedure (SOP). It may be documented or used as a practice within the organization.

Acknowledging Receipt of Documents

Letter of acknowledgement of receipt of documents

The office receiving documents writes a letter to let the party which submitted them know that documents have reached the right place. This letter assures the party that his work will be donenas the primary requirement of documents and the process will begin soon.

Business letters are formal and are often sent to people we don't know. They need to convey the right tone, whether it is authority, disagreement, satisfaction or gratitude.

Whenever you write to a prospective customer, supplier or an employee it is vital to present a professional document so you can make the right impression.

The link below gives guideline on how to write a good acknowledgement letter:

Acknowledgement Letter ≫ Acknowledgement Letter to Confirm Receipt of Documents

3.2.2.4 Learning Activities

Practical Activities

You will carry out the following tasks in an institutional simulated environment while complying with industry practices and procedures as well as occupational, health and safety practices.

Identify types of office documents to be filed.

Receive office documents.

Verify office documents.

Acknowledge receipt of documents.

Field Visit

You will visit functional offices in the county headquarters; while complying with industry practices and procedures and with their organizational policies and procedures, occupationalhealth and safety practices and any legal or regulatory requirements, you will perform out the following tasks.

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i. Identify types of office documents to be filed in the office.

ii. Receive office documents.

iii. Verify office documents.

iv. Acknowledge receipt of documents.

After the visit you will write a report on the practice of receiving, verifying and acknowledging receipt of office documents, challenges observed and their likely solutions and submit it to your department.

NB During your field visit to an established office, you will be required to report to the station as an employee and perform duties allocated to you for the day(s). Your supervisor will provide a report on a template to be provided, on your performance.

3.2.2.5 Self-Assessment Questions

1. List types of documents that can be filed in the office

2. Analyze the procedure of receiving office documents before filing**.**

3. When verifying documents there are aspects to consider, discuss them.

3.2.2.6 Equipment, Supplies and Materials

- Computers
- Filing equipment
- Internet connectivity
- Registers
- Stationery
- External storage devices

3.2.3.7 References

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