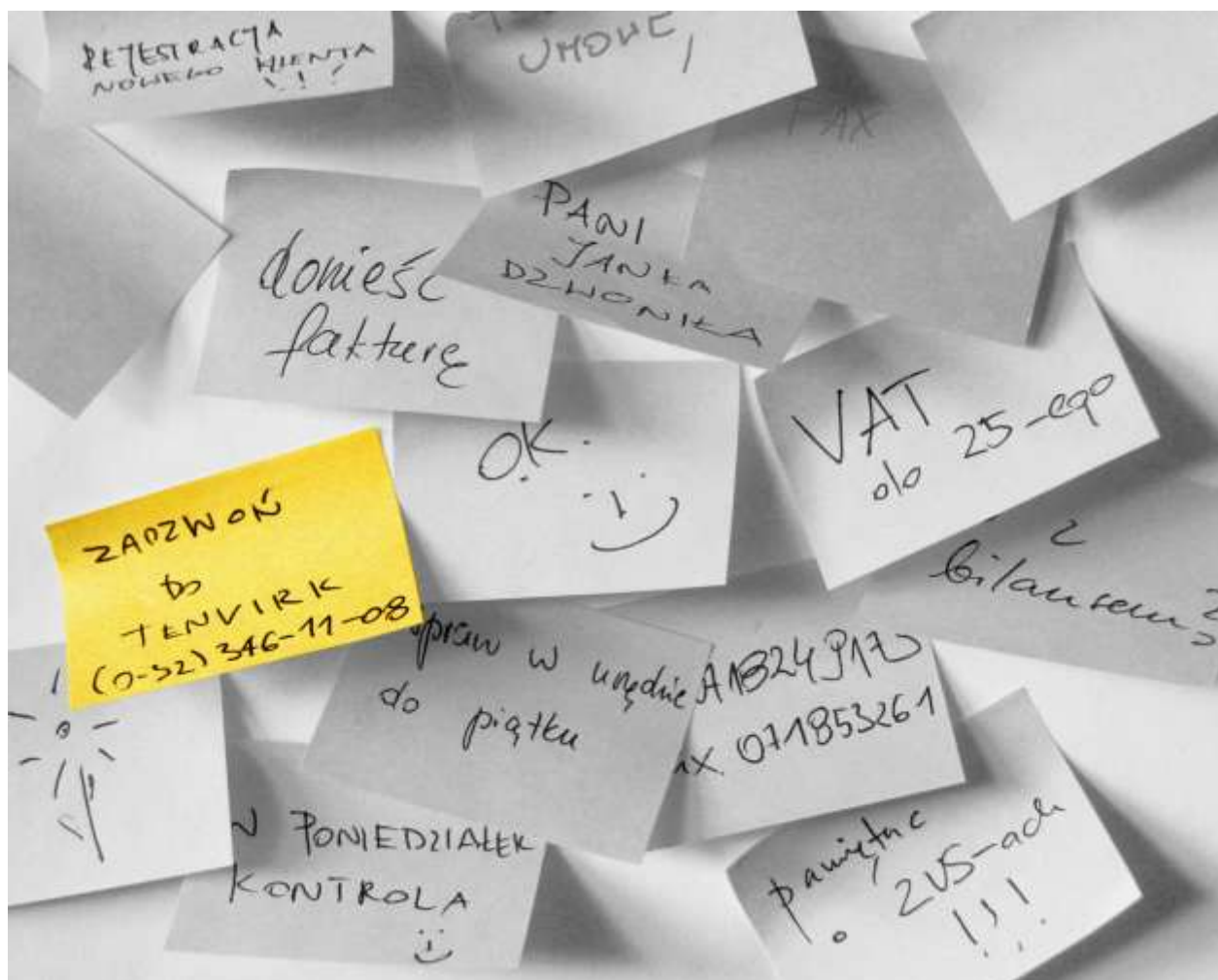




The English translation of the Polish brochure



# Is your office well-organized ?

**Organization and communication in accounting offices  
and tax advisers offices**





### Situation

The accounting office maintains accounting registries for tax, personnel and social security (ZUS) purposes. These activities are conducted on client's behalf and connected with rigorous requirements of meeting the deadlines. Receipt and release of documents must be registered in detail. Problems occur when the clients get late with providing the documents. It is common situation when the clients call and send additional documents, corrections and explanations by an e-mail or a fax. Because of the high responsibility, the office must document this correspondence in detail. This information is a foundation of working according to the clients' requirements.

Another issue is documentation of other activities conducted for the clients, from simple copying to creating declarations, corrections or corresponding with authorities and offices on the client's behalf. All these activities give a possibility of increasing the office's income. There is one condition – they must be registered, evaluated and listed on invoices for clients. The situation is complicated by the fact that the clients are served by a staff of accountants who cooperate with employees entering data and performing personnel and social security (ZUS) activities. Employees, who are responsible for invoice issuing and office managers, must coordinate this work and then correctly prepare the invoices for the clients. Particularly essential case is to find any delays and monitor the clients in matters connected with financial consequences.

On the market there are many computer programs used to accountancy and personnel maintenance. However there is a lack of systems dedicated to organizing just the work of the office. There are no systems, which would be flexible enough to apply them in the accounting office.

## typical problems...

### Do the following problems seem to be familiar?

#### Communication with the clients:

- Client related data is separated in different locations. Mostly it has a paper form. Cabinets containing documents are still too small.
- Correspondence with client is located on a computer assigned to just one employee. It is difficult for other employees to get access to this data. Nobody knows if it is archived.
- An important letter gets stuck at one of the employees. Nobody knows whether and when it will be completed. The client needs to call to get some information about the letter.
- The clients need to be informed about tax and social security (ZUS) amounts or results of maintained cases with authorities, offices and institutions. It is often troublesome and requires a big deal of work.
- The clients are often not sure if their matters have been completed in due time.
- It is difficult for the client to make sure that sent information about his financial situation is up to date. Therefore he sometimes finds the problems out with a delay.
- The clients cannot notify about new employees and other personnel matters by Internet. Therefore they bring forms filled by hand, needed to be rewritten.
- It is difficult to give the clients reasons of the office services price increase despite the fact that the amount of work for them also increases.

#### Communication with employees:

- It is difficult to control completion of the tasks.
- Some important matters are forgotten and overdue in consequence.
- During the employee's vacation nobody can take over his matters.
- It is difficult to estimate how much particular employee is busy with his work – how many documents and matters he processes by month. Is he able to serve one more client?

#### Invoicing:

- Invoice issuing for hundreds of clients requires a big deal of work.
- Additional activities, conducted for the clients apart from standard accounting, personnel and lawful services, are often not mentioned on the invoices. As a result the office loses a part of its income.
- Many clients' payments are overdue. Monitoring receivables takes a lot of time.

#### Documents, papers, office:

- The office sinks in papers.
- It is difficult to organize activity procedures and quickly train new employees. Nothing is automated.
- Current office controlling requires a lot of work and is troublesome for management. Often it is not effective enough.

# ...can be solved easily



**Documents circulation module** gives a possibility to establish procedures of performing typical activities. The system includes the predefined, editable circulation for accounting offices and tax advisers offices. Introducing documents circulation makes the office a self-controlling mechanism. Thanks to it meeting deadlines and collecting statistics of processed amount of documents is easy. The system automatically issues invoices on the basis of collected data and contracts with the clients.



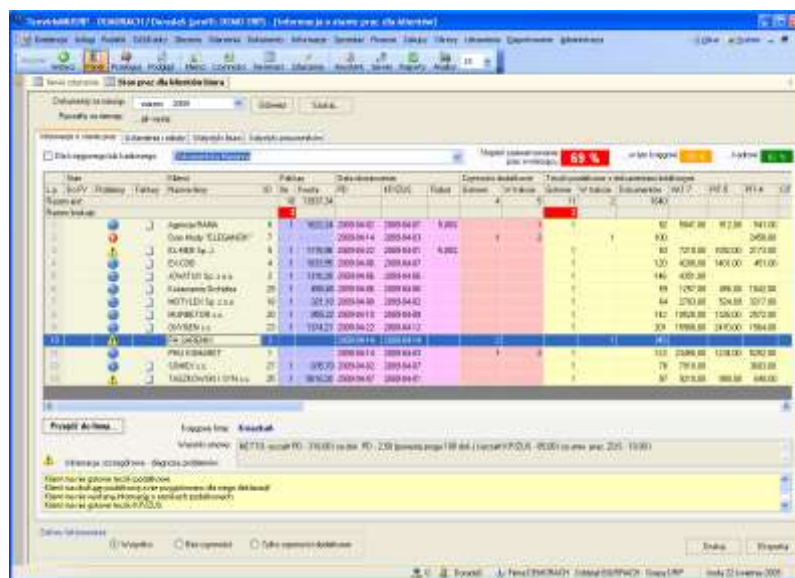
**Central communication system** is a module of TenvirkMK program, which stores e-mails, faxes, scanned letters, orders between the employees and other correspondence on the central server. The module makes this data accessible for particular employees, similarly to usual e-mail program. It gives a possibility to track the correspondence circulation and to supervise time limits of tasks completion. Correspondence centralization makes the archiving easy and increases a safety level. The module contains also the central schedule, which gives many employees possibility to work parallel.



**Internet panel** is the first solution of this type on the market. It is dedicated to especially for accounting offices and tax advisers offices. The panel creates an internet website accessible for the office's clients. On the websites the clients can get access to basic information about tax results, social security (ZUS) charges without necessity of calling the office.

## The solution of the problems is TenvirkMK

The computer program dedicated to accounting offices and tax advisers offices. TenvirkMK system contains all the elements needed to manage an accounting office from organizational, communicational and financial side. The application enables building a document circulation in a graphic way.



The screenshot displays a complex software interface with multiple data tables and a sidebar menu. The main window shows a table with columns for dates, names, and various numerical values, likely representing financial or personnel data. The interface is in Polish, with labels like 'Miesiąc: 01-2010' and 'Rok: 2010' visible at the top.

The screen from TenvirkMK presenting the monthly review of status of tax and personnel

## How does it work?

**1** We enter or import the client data into the program. Apart from address data we insert also contract parameters and scope of provided services. We determine whether the firm settles accounts with the office by lump sum or according to stakes for a document or an employee. We scan chosen client's documents.

**2** In the program there is defined documents circulation, which is typical for accounting offices and includes accountants and personnel employees. This circulation can be adjusted individually for each office, depending on organizational details.

**3** The client provides the office with source documents or data for payroll. An accountant or a personnel employee creates receive documents protocol in the program.

**4** The protocol is provided with its own identifier and symbolizes monthly folder containing client's documents. This folder can be provided with a list of activities needed to be performed.

**5** At the end of folder processing we can enter number of documents, employees, tax results, social security (ZUS) amounts or we can attach scanned payrolls.

**6** The office's employees register also additional activities (letters, copies and other) on current basis.

**7** Each month the office's secretariat prepares invoices for the clients. The employee, who works with invoices, receives a list of all the firms and an information about work and problems status. By one click he creates the invoices for chosen firms according to lump sum or number of documents and employees.

**8** The system receives e-mails and faxes automatically. We can scan letters. The correspondence is automatically assigned to the client and passed to appropriate employee. The employee can complete, reject, postpone new correspondence or pass it to other person.

**9** The employees can send official orders to each other. They can set the deadline and check if the tasks have been completed.

**10** The clients and employees are automatically notified by e-mails, faxes or SMS-es about such time limits as necessity of providing documents for particular month, payables to tax office, social security office (ZUS) or arrears.

**11** The office provides its clients with INTERNET PANEL. Instead of calling the office the clients can get to know about amounts of taxes and social security charges on its own, by Internet. They can check its financial result, office services charges. They can also correspond with the office or send by Internet personnel questionnaires and data for payrolls.

**12** Now the office management has access to analyses and reports in the form of graphs and tables containing collations according to employees and clients.

# system for accounting or tax office

Name of module	General description of functionality	Accounting offices	Tax advisers offices
<b>TenvirkMK system modules</b>			
CONTRACTORS module	Clients, contracts, contact persons and institutions central database.	●	●
EMPLOYEES module	Employees definition, authorizations granting, secrecy levels definition, substitution definition, auxiliary information about the office's employees.	●	●
EVENT – COMMUNICATION module	Internal and external correspondence central database (e-mails, faxes, SMS-es, letters, official orders, telephone calls) and office schedule.	●	●
DOCUMENTS CIRCULATION OF ACCOUNTING OFFICE module	Specialized documents circulation for accounting office: tax folder, social security folder, personnel questionnaires, additional activities. Tools for analyzing work status in the office and declarations preparation and mailing status.	●	×
CASES/PROJECTS and PROCEDURES module	Creating from templates: WORKFLOW procedures or cases/projects with lists of tasks. Controlling execution status of procedures and time limits.	○	●
WORKING HOURS REGISTRY module	Task registry of working hours. Collations enabling settling accounts with employees and clients according to time of cases/projects execution.	○	●
TENVIRK FILE MANAGER – file module	Files and documents central database with possibility of scanning. Documents versions registry. Templates of documents.	○	●
INFORMATION and MAILING module	Automated clients notification (e-mails, faxes, SMS-es). Generating information about taxes and social security for clients.	●	○
KNOWLEDGE DATABASE module	Multi-level knowledge database – archive of regulations, announcements, orders etc. published in internal company portal.	○	○
SALES module	Automatic invoicing according to contract parameters and registered additional activities.	●	●
FINANCIAL module	Financial settlements with clients – debt monitoring, cash, bank account.	●	●
COST module	Office's costs registry with classification by category.	○	○
FA INTEGRATION module	Integration with chosen financial-accounting systems.	○	○
REPORTS and ANALYSES module	Data analyses about clients and employees in the form of graphs and tables.	●	●
INTERNET PANEL module	Internet panel – clients can get access to data by Internet.	●	○
<b>General tools</b>			
Business assistant for dynamic assigning tasks to employees and making access to correspondence and knowledge database easy.		●	●
Employee substitution mechanism enabling smooth overtaking cases and correspondence.		●	●
Advanced navigator with quick searching for clients, projects/procedures, classification categories, events and files		●	●
Authorization manager – authorizations defined for group of users and single persons.		○	○
Graphic review of office's business processes in the form of documents flow diagram.		○	○
<b>Documentation</b>			
Program user's handbook in the form of PDF file.		●	●
Context help built-in the program, accessible under F1 key.		●	●
<b>System architecture</b>			
Multi-workstation work in a local network. Service of big number of parallel employees.		●	●
Multi-branch or multi-company work for office networks.		○	○
Remote access from Internet (without need to use a terminal) to the system for the office's employees		○	○
<b>Technology</b>			
TenvirkMK works on the base of technologies: .NET, COM+, XML, WebServices, XTEN.		●	●
Database: MS SQL Server 2000/2005/2008		●	●
On the server: Windows 2003/2008 Server (STD, SBS, WEB)		●	●
On the workstation: Windows 2000/XP/VISTA.		●	●
<b>Safety</b>			
Data transmission encryption (AES) in a local network and Internet. Encryption of correspondence and files on the server. Passwords. Advanced authorization and confidentiality system. Registry of documents operations and reading history. Additional protection during the work in the Internet: SSL, server and client certificates X.509.		○	○

● - typically applied modules    ○ - optional modules    × - modules not applied

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