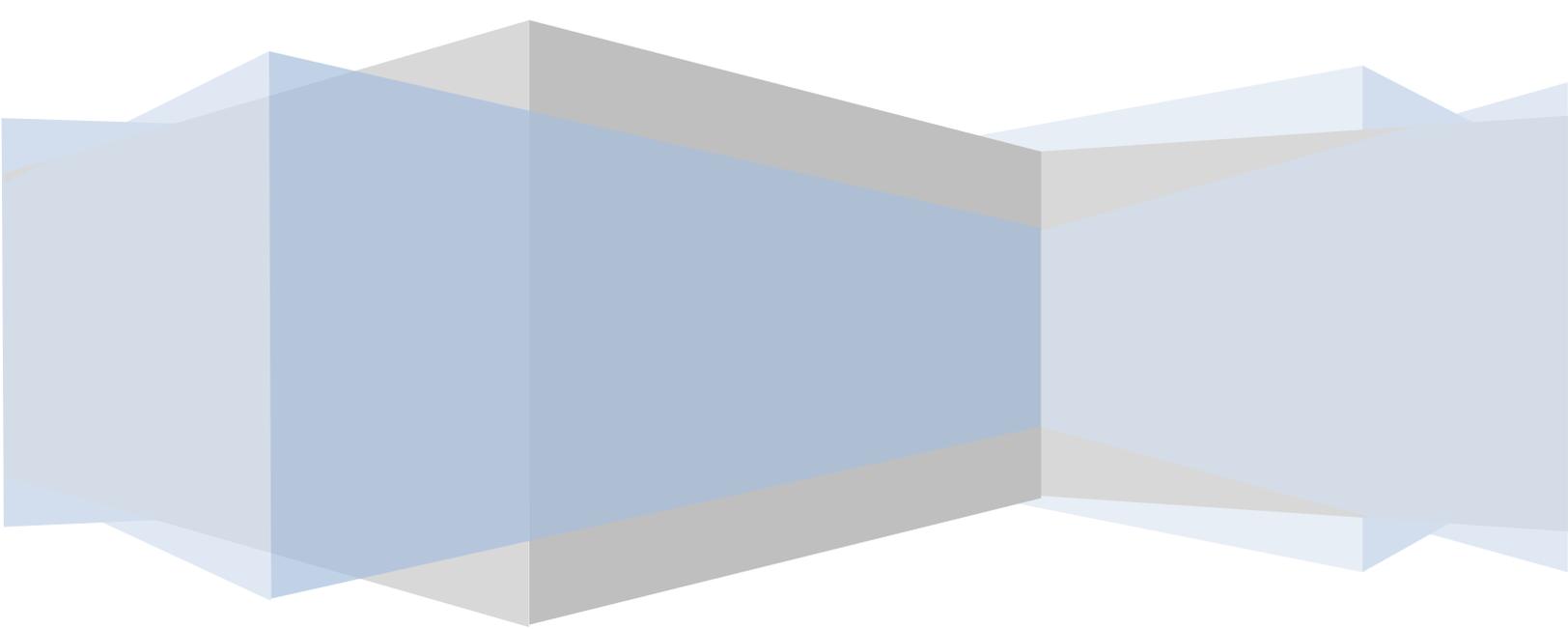


Accounts & finance activities of SPS Ltd.

BUS 699 Report

Submitted to-
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10th December 2015
Suntu Kumar Ghosh
Assistant Professor
BRAC Business School
BRAC University

Subject: Submission of Internship Report

Dear Sir,

It is my great pleasure to submit the Internship report entitled “Accounts & finance activities of SPS Ltd.” to you. I am working at SPS Ltd. as accounts executive. As per requirement of MBA, I have done my Internship report on my workplace SPS Ltd. I have tried to exert all the knowledge that I gathered through my working with this company.

Thank you very much for your kind co-operation without which this Internship Report cannot be completed. I like to take every opportunity to express my gratitude of indebtedness to you. Thank you very much for your kind co-operation.

Sincerely yours,

Jesmin Akter
ID: 13164029

Letter of Acceptance

This is to certify that the internship report on “Accounts & finance activities of SPS Ltd.” has been submitted for the award of Masters of Business Administration (MBA) with Major in marketing from Brac University carried out by Jesmin Akter, Student ID: 13164029 under my supervision. This report is free from plagiarism. He is permitted to submit internship report.

.....

Suntu Kumar Ghosh
Assistant Professor
BRAC Business School
BRAC University

Acknowledgement

At first I would like to express my gratitude to Almighty Allah who has given me opportunity to go through the total process of internship and to write a report in this regard. I would like to take the opportunity to express my gratitude to Suntu Kumar Ghosh, Assistant Professor, Faculty of Business Administration, BRAC Business School whose direction, guidance and support helped me a lot in writing this report.

It was a great pleasure for me to make intern report on my work place AplombTech BD Ltd. Thanks to all my colleagues for sharing knowledge, idea with me. At last I must mention the wonderful working environment and group commitment of this company that has enabled me to do and observe the business activities. Finally, I convey my sincere thanks to my friends who inspire in different ways to complete the report and the course as well.

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Chapter 1

Background of the Study

Executive Summery

I have completed my internship report using Practical working knowledge. I am working at SPS Ltd. as a permanent employee bearing designation of accounts executive. I was assigned to do internship report on “**Accounts & finance activities of SPS Ltd.**” To complete this report I have used my practical working knowledge at SPS Ltd. This company was established in 1988. Currently this company has almost 80 employees.

This report explores accounts & financial activities of SPS Ltd. This report contains information about all commercial activities of a marketing firm.

Objectives of the study:

The main objective of the study is to be familiar with the accounts and finance activities of SPS limited which is based on my internship experience gathered from Sales Promotion Service LTD Accountants and Finance department. If a work or study is done without specific objectives I think the work would not draw a meaningful conclusion because I think work without specific objectives is like a ship without radar. That's why my study also contains some specific objectives.

Primary Data:

The primary data has been collected from original sources by the investigator through work operations. The primary data are those which are collected for the first time and are original in character. So, the primary data are assembled from the first hand raw data which is not arranged properly.

Primary Data Sources:

- Collected primary data by working with different sectors of work.
- Working experience with the different persons of Sales promotion Service's accountants and finance department during my working period.
- Discussing with engagement with co-workers and other people of distribution house's accountants and finance department.

Secondary Data:

On the other hand the secondary data are those which have already been collected by someone else and which have been collected through the statistical process. Secondary source of data consist of all published and reported materials including books, Journals, articles etc.

Secondary Data sources:

- Collected Secondary Data from the annual audit working reports audited by the SPS LTD.
- Other information was obtained from various corresponding files of the house and
- Previous records of the house.
- Internet was one of the enormous sources of Secondary Data.

Vision of SPS:

Our company's vision is to becoming the no 1 outsourcing company in Bangladesh.

Mission of SPS:

To follow the vision our company has always served the best services to its clients. This company's primary focus is to ensure quality service and also maintain sound business relationship with business partners.

Limitation of the Study:

- The information that I have collected is not adequate for this study.
- Some confidential documents of the firm are very difficult to present the exact format or procedures of the firm.
- As an appointed time was not so long, that's why it was not possible for me to know all accounts and financial procedures of the firm.
- At last, the study has conducted within a very limited time. Therefore, shortage of time is a major downside for the whole study.

Chapter 2

Organization Overview

Company overview:

Sales Promotion Service (SPS) started its journey in the year 1988 with an objective to provide people outsourcing services, primarily supplying merchandisers to British American Tobacco Bangladesh. The Owner of SPS, A.H.Khan introduced the concept of contractual merchandiser through his organization for the first time in Bangladesh. He had managed third party people outsourcing business in such a successful way that after a while of conducting business together, the client BATB considered getting Brand promoters from SPS. And thus, in the year 1996, SPS made a contact with BATB to provide Brand Promoters to support promotion and market activation services.

Meanwhile, in the year 1990, SPS successfully made a contact with world's largest Sewing Thread Manufacturer Coats Vieylla Group of UK to provide skilled manpower for warehouse and factory manufacturing units.

SPS has made a strong reputation among the multinational companies in Bangladesh. In the year 2007, the world leading cement manufacturing company- Lafarge Surma Cement Ltd. which has 64,000 employees working in 62 countries, made an agreement with SPS to get support for warehouse handling and carrying of clinker. In the year 2009, SPS successfully engaged brand promoters to Lafarge as a part of their people outsourcing business.

Besides its people outsourcing business, SPS started its distribution business with BATB in the year 2005. Before going into direct distribution business, it had supported BATB to manage its one and only own distribution house – Eclipse. Though the distribution business was new to SPS, it successfully managed to operate efficiently. Because of its commitment and enthusiasm in business, BATB then extended its service area from Farashganj to Moulavibazar, Munshigong, Keranigong, Noabgong and Dohar areas.

In the line of distribution business, in the year 2007 SPS has made an agreement with GP to provide distribution service to old Dhaka city wholesale markets, Moulavibazar, Munshigong, Keranigong, Noabgong and Dohar areas.

From the date of establishment till date, SPS has increased its business network, inching towards achieving its vision of becoming the no. 1 outsourcing company in Bangladesh. Throughout the journey, the firm has always served the best services to its clients. That's why, it has been able to make a sound business relationship with New Zealand Dairy, CavinKare,

Beximco Pharma etc. We are growing big. Because we believe “Failure is not the worst thing in the world, the worst is not to try”. Our primary focus is to ensure quality service to our customers. And to ensure quality, we maintain sound working environment, adopt and use modern technology in office management and build corporate culture among the employees.

Major Client:

British American Tobacco Bangladesh

Working with since: 1988

In 1965, the second factory of Pakistan Tobacco Company went into production in Mohakhali, Dhaka. Thereafter it became Bangladesh Tobacco Company Limited in 1972 immediately after Bangladesh's independence. In 1998, the Company changed its name and identity to British American Tobacco Bangladesh (BAT Bangladesh) aligning the corporate identity with other operating companies in the British American Tobacco Group. BAT Bangladesh is a part of British American Tobacco plc, one of the world's most international businesses, with brands sold in more than 200 markets around the world.



Coats Vieylla Group

Working with since: 1990

Coats is the world's leading industrial thread and consumer textile crafts business employing 20,000 employees in over 70 countries across six continents around the world. Coats has a long heritage and has been serving customers and playing a part in communities for more than 250 years.



Lafarge Surma Cement

Working with since: 2007

Lafarge Surma Cement Ltd. is a joint venture of Lafarge, a world leader in building materials and Cementos Molins, a Spanish Company with strong global presence. Lafarge Surma Cement Ltd. was incorporated on 11th November 1997 as a private limited company in Bangladesh under the Companies Act 1994. Subsequently, on 20th January 2003, Lafarge Surma Cement was made into a public limited company. The Company is listed in Dhaka and Chittagong Stock Exchanges and has 35,000 shareholders.



Grameen Phone

Working with since: 2007

Starting its operations on March 26, 1997, the Independence Day of Bangladesh, Grameenphone was the first operator to introduce GSM Technology in this country. Grameenphone pioneered the then breakthrough initiative of mobile to mobile telephony and became the first operator to cover 99% of the country's people with network. Since its inception Grameenphone has built the largest cellular network in the country with over 8500 base stations. Presently, nearly 99 percent of the country's population is within the coverage area of the Grameenphone network. Grameenphone has always been a pioneer in introducing new products and services in the local telecom market.



New Zealand Dairy

Working with since: 210

New Zealand Dairy Products Bangladesh Ltd. (NZDP) was incorporated in Bangladesh in the year 1992 as an Operating Company of Fonterra Ltd, the world leader in dairy industry for representing internationally recognizable brands in Bangladesh. In the year 2004, through issuing a Licensing Agreement, Fonterra transferred the ownership of the company to few local Entrepreneurs, which exist till today.



CavinKare

Working with since: 2012

Starting our journey with Chik Shampoo, a landmark innovation that democratized the use of shampoos among the masses in India, CavinKare has become a legendary player in the Personal Care space. The Personal Care brand portfolio consists of Shampoos (Chik, Meera, and Nyle), Hairwash Powders (Meera & Karthika), Coconut Oil (Meera), Fairness Creams (Fairever), Deodorant and Talc (SpinZ), Hair Colours (Indica Herbal Hair Colour, Indica 10 Minutes Herbal Hair Colour, Nyle Henna & Raaga Professional).



Beximco Pharma

Working with since: 2012

Beximco Pharmaceuticals Ltd, also known as Beximco Pharma, is a pharmaceutical company in Bangladesh. It is part of the Beximco Group of Companies



Department:

HR & Admin dept.

The Human Resource and Administration department of the Commission works towards enhancing the capacity of the Commission to effectively deliver on its mandate. The department aims at acquiring, building and retaining human capacity to provide quality, efficient and effective services to the public. It provides strategic and day to day support to the various departments of the commission and ensures that the commission has the human capacity to deliver on its mandate.

Accounts & Finance

The functions of the accounting and finance department in any business can get a little confusing. Entrepreneurs tend think and move quickly, so ensuring the accounting department is stable is pivotal in the growth of your business.

Audit dept.

A unit within a company that is responsible for overseeing the procedures and accuracy of recordkeeping and accounting functions within that company. The audit department conducts periodic audits, typically with a much greater emphasis on detail than that of a company's independent public accountants.

Supply & Operation management

Supply chain executives still need to be experts at managing supply chain functions such as transportation, warehousing, inventory management, and reverse logistics.

Marketing & sales

The marketing department has overall responsibility for growing revenue, increasing market share and contributing to company growth and profitability. In a small business, the marketing department may just be one person, or it may include a marketing director or manager plus marketing executives responsible for functions such as advertising, publications or events.

IT dept.

The IT Department's mission is to provide the information technology required for the fulfillment of the laboratory's mission in an efficient and effective manner through building world-class competencies in the technical analysis, design, procurement, implementation, operation and support of computing infrastructure and services.

Customer service dept.

Customer service is the act of taking care of the customer's needs by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met.

Services:

i) Logistic: “Nationwide network and secured transportation service” – is our biggest strength. We are dynamic and constantly looking for service improvement. We have good record in meeting deadline and our vast fleet of covered trucks and barges are ready for deployment at any given time as per our customer’s need. Each and every employed personnel including drivers are all well trained and professional. To ensure better service and reduction of accident probability, each of our vehicles is well-maintained by professional hands and automated tools.

To increase security and real time monitoring, we have vehicle tracking system incorporated in our vehicles. Each of our vehicles is guided by the route plan determined by both party. If required, we also provide extra security force for valuable product transport. Our logistics support is not limited to transporting product only; we also provide services like packing/unpacking or loading/unloading of goods.

This logistics related job is performed by our mother organization “A.H Khan”. Only A.H. Khan offers and supplies 24 hours transport services in cities and throughout the country.

ii) Distribution: Downstream distribution of product is our core business as we have started our journey with this business in 1984. 30 years of distribution experience have taken us to a different height. We are more experienced, more skilled and more qualified. Though we are covering a major area of Dhaka, our expertise can lead us to establish nationwide distribution channel.

We are also providing warehouse facilities beside distribution. We can provide this service anywhere in Bangladesh. Our capabilities and experienced work force give us advantage so we can provide our customers a variety of distribution strategies which are highly customized that increases the velocity of the supply chain and reduces total cost.

We can also provide distribution services for specialized goods such as ice cream, medicine etc. which require specialized and customized carrying and handling. We can also work as a partner in distribution services providing service packages that are customized for individual customers such as employing and managing work force for specialized distribution as per requirement.

iii) Outsourcing: We offer people outsourcing and business process outsourcing service. Our wide nationwide network enables us to source, recruit and hire skilled, semi skilled and unskilled employees within very short span of times.

Our business experience leads us to achieve any logical target within given time. Not only that, we don’t hesitate to recruit right people for right job. We have a great pool of talented people in our database. We just fit them according to their capabilities.

The concept of contractual merchandiser and brand promoter was introduced by us here in Bangladesh. We are now looking for extending our scope in a wider range. Along with people outsourcing we are now capable enough to support business process outsourcing, whatever the magnitude of the work would be.

iv) Handling: We have expertise in solving the pragmatic problems involving the movement and storage of goods in a plant or warehouse. We can control and provide protection of materials, goods and products throughout the process distribution and their packaging.

The focus of handling work is on the methods, mechanical equipment, systems and related controls used to achieve these functions. Material handling systems range from simple pallet racking and shelving projects, to complex ones; from mining and drilling equipment to custom built ones.

v) Supply: We are shifting the concept of supplying brand or promotional items into a new hype. From imported to local production, sophisticated to general, value or volume anything we can supply according to client's need. Though we have started our supply wing recently, we have already earned goodwill among our customers. We provide support from idea generation to final delivery. We have dedicated workforce for the particular projects for which we can give more focus on quality delivery within the deadline.

vi) Printing and Packaging: Our strategic partner "Samia Printing and Lamination" are supplying paper based items to multinational and local companies with good reputation. We can support any kind of printing and packaging solutions- whatever the volume of work is. We can supply any type of printing and packaging items like visiting cards, company pads, danglers, festoons, posters, bunting, Diary, notepad, trade communication tools, brand tools, promo boxes, gift boxes, etc.

Chapter 3

Job Responsibility

Job Responsibilities:

A duty or obligation to satisfactorily perform or complete a task (assigned by someone, or created by one's own promise or circumstances) that one must fulfill, and which has a consequent penalty for failure. As employee of SPS limited, I am working as accounts executive in Accounts and Financial sector. I have been working here form last 6 months. Here, each and every employee has to responsible for individual assign work. In SPS Company it has several businesses. I am assign for the Grameen Phone distribution business. In this sector there are lots of products and services are available like:

- Grameen Phone SIM (Prepaid SIM, Post Paid SIM, Flexi load SIM etc)
- Grameen Phone Router
- Modem
- Flexiload service
- S.Card like (20tk, 50tk, 100tk, 499tk)

All of these services are available in our distribution house. I am responsible for some accounts related issues of these services. My responsibilities are as below:

- Maintain & monitor cash & cash equipment controls
- Processes the payment of GP's invoices
- Preparing inventory report
- Maintain financial files and records
- Preparation of Vouchers with everyday sales and monthly expenses
- Maintaining day to day operation in a smooth and timely manner
- Calculate sales commission
- Ensure all relevant books of Accounts are up to date
- Work on daily banking transaction as per guidance of the supervisor
- Utility expenses maintenance
- Sometimes take participation to salary disbursement and bonus payment

1. Maintain & monitor cash & cash equipment controls:

Though I am working in SPS as accounts executive, I have to work with some cash related issues. I have to maintain all cash & cash equivalent areas like in the morning all SE (Sales Executive) are used to go to the market with GP cards, Loads, handsets etc. So I have to keep records how much amount of accessories is allocated with one person and also who is taking how much products. At the same time I have to ensure documents with their signature for keeping my records. So that I come to know how much inventories are going in the market and it also help me to calculate maintain and monitor my cash and cash equipment control.

On the other hand we always try to do our financial transactions through bank. That's how we become risk free. All type of transactions inflows and outflows are going through the bank. It's our rules to do all financial transactions by bank. But sometimes if someone can't deposit his/her cash by bank then he can deposit his/her money in our office for that day only. At the end of the day when our all money deposited we contact with the bank.

2. Processes the payment of GP's invoices:

Our distribution house has several businesses. GP distribution is one of them. So we have to do regular communication with GP for various purposes. We contact with GP as per our requisition. The requisition order has been made when we need to fulfill our stock. Generally in every week we send requisition for twice. But sometimes we also need to give more requisition as our need basis. It is generally happened during various occasions like Eid, Phahala baishak, etc.

On that time we do more order to GP. But all time GP has not given us all accessories as per as our requirement. After approving our requisition the paper come to our accounts department. Then we send the cash to GP after approval. After sending the cash, the documents of pay order soft copy is being sent to GP for record. All these process is done by mail.

3. Preparing inventory report:

Inventory report making is day to day task. Because every day morning our all SEs usually go to the market with flexi load, cards, handsets, SIM etc. After distributing the accessories I need to check our stock how many accessories are going to the market and how much I have in the store. So that I can predict the how many days I can go with left stock.

In the inventory report, I need to keep my record in individual name. So that I can measure how much accessories is being carried by one person. Here I must take individual signature during delivery of my stock to SE. That's how I can have clear documents against each and every sales person.

At the end of the day each and every employee has to return their cash in the bank and give me the deposit slip. So that in the morning I can calculate the stock and find out the stock left. The cash amount has been closed by this way but sometimes all accessories are not sold. In this case the sales person who is working in the market he has to return the rest accessories to the office. That is the way I clear my cash amount by cash and rest accessories are being fill up by goods.

4. Maintain financial files and records:

In SPS Company all financial documents are maintain in accounts department. I have to maintain all financial files and records as per my supervisor instruction. I usually start maintaining financial files from the beginning of the day. There are less chances of error if I start my work from the beginning of the day.

So in SPS I need to keep my record in various financial issues like-

- Calculate and maintain SPS account balance
- Total sales money calculation and match with account balance
- Also collect financial record of all salary disbursement
- Keep record of commission received from GP
- Collecting pay order slip and keep record

In SPS Company, It's our rules to maintain all financial records not only in voucher (Hard copy) documents but also in soft copy documents. In the case of emergency we can use both documents as per as our requirement. In fact it is more useful when audit going on.

5. Preparation of Vouchers with everyday sales and monthly expenses:

In our firm everyday huge amount of GP products are sold out in the market. So I need to maintain not only the cash amount but also the vouchers. Because all the sales cash has been deposited in SPS bank account by the sales person. But all sales persons have to return the deposit slip in the accounts. So that I can contact with bank & get information about how much cash has been deposited in the bank account and against that cash deposit how many deposit slip has been given by sales person in accounts.

But all time sales people can't deposit the sales money in the bank account timely. In this emergency case we take the sales money in our firm and the next day we deposit the money in our SPS bank account.

It's not necessary to keep records only for sale. We also keep records of other expenses. We need to keep record through vouchers in these areas like:

- Cross checking with everyday vouchers and total sales money
- Prepare vouchers of expenses like house rent, electricity bill, telephone bill, generator oil bill, Internet bill etc.
- Sometimes need to prepare overtime payment bill
- Prepare TA, DA for every SE in every month
- Sometimes some extra utility bill paid

6. Maintaining day to day operation in a smooth and timely manner:

Making all day to day operations in a very smooth and timely manner it's our first and most important duty. We always try our best to close our all day calculation every day. For this reason we always make documents when we do delivery any accessories. We always have very clear documents against every sales people. It is not only in voucher format but also in excel sheet also. Sometimes it has been seen that all accessories are not sold every day. In that case when the sales person returns his withdrawal accessories then we adjust his records what we have made in the morning. After getting all feedback of sales in a day and adjust with individual documents we make a total sales report in a day. With this report we also check our stock and recheck our existing balance. So that our sales report and stock report will be cleared and we can easily find out our remaining balance. That's how we close our one day report and today's ending balance turn in to tomorrow's beginning balance.

We have to finish our sales and stock report in everyday. Because after finished all the reports we have to inform our supervisor what is today's total sales and what we have in our stock. At the same time we always need to inform our supervisor

7. Calculate sales commission:

Sales commission is something like incentive, bonus etc. It is basically given for increasing the sales or to motivate the increase of sales than before. Sometimes it is also given to launch a new product. There are no specific rules for giving this commission. The percentage of sales commission is also vary. Sales commission is very impressive money for the sales people, retailers and our distribution houses too. So it is very clear that sales commission is for all people who are related on this process. But the fact is that sales commission is not same for all. It is paid by various ways like:

- i. Distribution house commission: Our distribution house has been received a percentage of commission in almost every month. But there is a condition behind this. In every month GP fixes a certain amount of sales target in SIM, Modem, Router, Hand set, Flexi load. If our house can successfully fill up this target what GP has given earlier then GP will provide us this commission related to the sales target. This percentage is varying in every month almost. The sales commission will come to our bank account at the beginning of the next month.
- ii. Sales people commission: Sales people commission is another type of commission which is also given by the GP. In this commission system GP only gives the commission amount to the sales people as per their achieving target. It is generally happened when new promotion or new product has been launched. To market the new product in the market GP declare such type of commissions.
- iii. Both side commissions: It has been given not only to the distribution house but also for the sales people also. Here GP has declared that who will get how much commission if the target is being achieved. In this promotion system there is generally a time limitation. For the distribution house there are two conditions. In a specific period of time the distribution house suppose to archive the fixed target sales and the sales people has to show the target sales as per GP's requirement.
- iv. Here all time GP does not give us commission in percentage format rather sometimes the commission amount also come in taka. Suppose GP declare that if our house can show a significant amount of sales then all employees of our distribution house will get 500 or 1000 tk each. In this situation at the end of the month we send a list of our total employee names then GP provide us the money. This amount is fixed for all employee of our distribution house.

8. Ensure all relevant books of Accounts are up to date:

In the accounts department there are lots of categories for maintaining the accounts reports. We basically follow the voucher and excel format system. We always try our best to make our calculation up to date. That's how we are keeping all records. After that if any correction is needed to do we do that instantly. We try our best to keep all accounts calculation up to date. It is needed when audit going on. On that time all calculations not only needed in hard copy but also it is needed to record in soft copy. We need to show all vouchers followed by excel sheet. So we need more accuracy followed by the voucher.

We also need to maintain all financial banking statement. Because in our bank account we do not only get the sales money but also all payments are happening from there. So we also need bank statement to make our calculation more accurate. This bank statement is a very good legal document for us. We use it when we need it.

Another most important update is required when any employee left the job and any one has join in our firm. In this situation I close all documents of existing employee and also make all financial transactions clear.

On the other hand when anyone has join in our house I make a new file for his/her and also ensure that all information's about that employee must be there. Here I have to maintain not only the soft copy for that employee but also hard copy.

So there are basically two types of accounts documents we maintain. Those are:

- i. Hard copy
- ii. Soft copy

Hard copy: Hard copy is such a document where the documents are saving in paper. It can be in voucher format or sometimes it can be in cash book record.

Soft copy: The delivery of any accessories like SIM, Flexi load, Hand set, Router, Modem etc has to be kept record in excel format. On the other hand the hard copy documents are also keep record in the excel format. It is another use of soft copy document collection.

9. Work on daily banking transaction as per guidance of the supervisor:

I have to work with banking transaction as per as our supervisor guideline. Everyday our sales people have to deposit their sales money in our assigned bank Al Arafa Islamic Bank LTD. In this bank we have our account. There is an assigned person whose work is to take information from bank how much money we have in our bank account. In everyday morning he has to take information from bank and update me about the ending balance of previous day. The ending balance of previous day become turns the opening balance of today. That is how I manage the balance with the sales voucher.

On the other hand in SPS bank account we not only receive the sales money but also we receive our commission from GP. This commission could be house sales commission or sales person commission or both commissions. All types of commission have been deposited here from GP.

Besides that I have to contact with bank to pay any amount to GP. When we take any accessories from GP we have to send a pay order to GP. This pay order goes to this account.

In the beginning of the month we need to withdraw some cash as our salary giving purpose. So in this time we withdraw cash for our need basis. After withdrawing the cash we also make sure to us by contacting with bank how much the left amount we have in our bank.

So we need to contact with the bank as per as our requirement. It helps us to keep record clearly. It also helps me to know where how much amount goes and from where how much amount has come.

10. Utility expenses maintenance:

As per my supervisor instructions I always keep some hand cash for our emergency purpose. In the beginning of every month I withdraw some cash from our bank account as per our requirement. This cash is known as patty cash. We use this cash for some issues like if we need more oil in the beginning of the month or we need to repair a computer which suddenly stops working. Sometime this situation handle we always keep some cash in the beginning of every month.

But all of a sudden problems may not happen in every month. In this case if we have enough cash in our hand on that month we need not keep any cash further. Rather we keep that cash for the upcoming month.

11. Sometimes take participation to salary disbursement and bonus payment:

I am not only one who prepare the salary sheet rather sometimes I do some small part of our salary sheet. Like after preparing all salary statements it is needed to submit the salary sheet to our GM. He checks all our salary. After submitting this sometimes he might make some correction. After approving the salary sheet I disburse all salary to the sales people with their commission. I also take a sign when they withdrawn their salary.

On the other hand in the Eid season we give bonus to our employees. Generally we give bonus in two Eids. We need to follow rules when we give them bonus. The rules are that all employees are not getting same amount of bonus rather it's depends on individual job duration.

An employee who is working less than 1 year in our house he/she will get 30%-40% on his or her basic salary. The percentage amount depends on the instruction of our supervisor.

Besides this employee who is working more than one year he/she will get 100% bonus on his/her basic salary. So this bonus calculation and distribution is done by me generally.

Chapter 4

Findings, Observation and Conclusion

Learning:

- I gathered knowledge about distribution company operation, accounts related work, salary disbursement, financial asset management, risk management, asset management, financial documentation, financial activities of sales persons, client account managing, dispute management, fraud activities management, reward management etc.
- I got more chances to study details about my responsibilities.
- By working with this company I came to know how to perform in a team which is essential to be a leader in my career path.

Finding & observation:

- In accounts and finance department sometimes both file documents and excel documents are maintained. It is useful for maintain our documents.
- Our official documents are well systematic smooth process.
- Employees can develop their career and can gather knowledge and skills for future.
- Employees are satisfied with their job and compensation packages.
- They like to grow their career with this organization and they are motivated to work from this organization.
- They are satisfied with their job so that they work with full of energy and they serve quality services.
- Organization maintains good relationship with the employees. So that every employees can share their problems with the higher authority. That's why I can say the working environment is very friendly in this office.

Recommendation:

Trough out my study I have found that they have some opportunities that they can take. On the basis of my understanding and observation I am proposing the following recommendation to the SPS LTD:

- **Recruitment of more Employees:** I have found from my working experience that our distribution house should increase their number of employees. Especially in accounts and finance department. Sometimes employees cannot give proper attention to their work because of increasing working pressure. Our distribution house needs more to recruit more employees.
- **Training program:** In our distribution house there is no professional tanning opportunity. It is essential for every employee who is new in the office. The employee should know about their working process before they start their official journey.
- **Need accounting upgrade software:** In our distribution house there is no specific software for our accounts and finance department. If we use good ERP accounting software then lots of process will be shorten & automated which can cut some time wastage.

Conclusion:

SPS Ltd. is trying to enlarge their sales team & territory. For this reason they are trying to upgrade their accounting department. By working with this company I also learnt so many things about how to maintain the cash, some reporting systems, maintain stocks, working with bank and also gather some knowledge about how the targets and campaigns are related with marketing. This company practices core marketing activities but their accounts department is also a strong department. Without strong account department this company can't maintain its operation successfully. I will get more chances to learn after up gradation of my working department in this company.

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