

Peculiarities of sectoral documents turnover: functional interaction between trade and document communications

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Abstract. There were analyzed peculiarities of sectoral documents turnover; disclosed the content of incoming, internal and outgoing document flows of trade enterprises; described communication environment, functioning of documents turnover, proposed the methods of documenting and document-trade communication interaction in the trade industry of Ukraine.

Keywords: *documents turnover, document flow, document-trade communications, trade industry of Ukraine.*

Topicality. The system of documents turnover as a basis for trade enterprises reflects and provides commercial activity in Ukraine. It is able to improve business communication and amend the behavior of its members due to the process of documentation management. Documents turnover system is the channel of document communication transmitting, which provides consumers with document information.

Analysis. Despite the essential number of recent publications there are no fundamental works on sectoral documentation to research functional interaction between trade and document communications. Selective scientific information in the works of V. A. Konoplytsky, G. I. Filina, K. D. Gordienko, L. M. Alekseyenko, V. M. Oleksiyenko, A. G. Zagorodny, A. S. Filipenko, S. M. Goncharova, B. A. Raynzberg, S. V. Mocherny, T. V. Osovskaya, A. A. Yushkevich and others testifies about certain aspects of trade documentation in the context of documentation system in trade enterprise management [1; 3-6; 8]. Scientists are unanimous about the idea that document is a basis for document communication system, document resources, document communication, document fund, document files and document flow. The analysis of publications found problematic situation in the theoretical understanding of the current state of interoperability between trade and document communications in trade industry of Ukraine.

The purpose is the study of sectoral documents turnover functioning peculiarities, caused by interaction of trade and document communications.

Findings. Trading activity is objectively essential category of market economy, characterized by the complexity of the structure, due to expansion of activity, growth of commodities, increasing the number of structural elements that require identification of new approaches to improve documentation providing, information and communication environment where documents turnover is a basis. Documents turnover in trade industry is a movement of documents from the moment of their creation or receiving to completion or sending. The main characteristics of the documents turnover is the route of documents movement and the time spent on their passing. The efficiency of documents passing is a main rule of document turnover which is characterized by such parameters as content, structure, cyclicity, direction and volume.

The document flow content is determined by the composition of documentary information; the structure corresponds to functionally intended purpose of documents

with certain features; cyclicity is determined by seasonal decrease in business, political and administrative activity, internal rhythms of work etc.; direction -- method of evaluation and certification of documents: agreement, approval, review, etc. [11]. Contents of incoming document flow is as follows: documents of higher level institutions, subordinate ones and those collaborating with a company (decrees, laws, regulations, orders, instructions, official letters, instructions, decisions, recommendations, etc.). The route of incoming documents movement depends on technology for working with documents. For instance, the registration process is divided into stages: making the registration forms of the received document data, review by the management, addition with resolution, timelines, guidelines for implementation, etc. [7]. Documents registration technology increases the time of documents movement from their receiving to application. Documentation of incoming flow makes a basis for creating inner documentation to provide solutions for management and production tasks.

Ukrainian trade industry has rather a large volume of documents turnover, which is distinguished by taking into account all the documentation flows for a certain period of time. As a rule, each document is published one time. The majority of trade enterprises belong to a mixed form of documentation organization when some operations: materials receipt and processing, documents sending, registration, control over deadlines, preparing, replication, archiving concentrated in the documentation office, and in each structural unit there are performed operations on creation of documents, ordering, keeping and pre-archive treatment [9]. Documentation keeping is carried out both at the headquarters and in branch offices where the seller carries a full cycle of activities on document processing (registration, storage, monitoring the execution, sending to the head office and others). However centralized organization of documentation is the most rational achieved unity in the processing of documents. The decentralized organization of work, when each structural unit operates a separate office service, operations are carried out independently. Outgoing documentation flow depends on number of approvals, documents signing, registration and sending. Incoming and outgoing documents are recorded during receiving and sending of correspondence, internal documents are counted at their place of registration and preparation. It should be noted that the majority of trade enterprises do not have centralized system for the total documents turnover accounting, each structural unit

(shops, supermarkets, etc.) independently provides documentation accounting, these parameters are issued by a certificate-table.

Accounting is committed due to registration forms of incoming, internal and outgoing documents, but the accounting is committed by a document office and by other departments and commercial enterprises as well. Most commercial enterprises belong to the third category with documents turnover from 10 000 to 25 000 documents per year. Documents turnover functions according to the time-table approved by top managers and chief accountant, which looks like a chart or a list of works on documentation, action sequences for performers according to standard guidelines on documentation from November 30, 2011 # 1242 [14]. Monitoring of the performance of documents flow time-table is provided by the chief accountant due to the order of the company's head. Records of cash and bank transactions, securities documentation, accounting documents are thoroughly monitored.

The content of internal document flow is organizational and administrative, reference information, financial, trade, human resources and accounting documentation, which defines the objectives, functions of the enterprise as a whole. The flow of outgoing documents is presented by statistical reports, organizational, administrative and trade documents. These are the reports on trade sales and inventory, balances, plans; official letters, etc., sent to the controlling bodies, giving them statistical, analytical and reference information model and creating communication links for commercial enterprises. An important component of the outgoing document flow is trade documentation, which is the largest among the other types of documents.

Document communication in the process of documents turnover (between clerks, secretaries, managers, performers) takes place during registration, review, implementation, coordination, approval of functioning documentation in trade enterprises as the means of information transmitting.

Communication environment of functioning in the trade sector of electronic documents turnover has external and internal components. The external components of documents turnover are: system of documents automatization; web-module; module of documents approval with their authentication; nomenclature cases module; interface module; information resource module, connected with the components of document flow, array, fund which make up internal turnover of trade enterprises.

The vast majority of trade enterprises perform document turnover in paper form, so to improve the documentation provision it is relevantly to implement common electronic document turnover and create a single sectoral information base.

Among the methods aimed at improving the documentation and document-trade communication interactions there are two distinct groups: the improvement of technology and reduction of document turnover that is associated with regulation of documentation, reducing the number of internal documents, rationalization of documentation, creation of standardized documentation systems using so-called non-document relationships.

Information resources that reflect the industrial and economic activities of commercial enterprises are the

fundamentals for the operation of electronic document turnover, providing competitive environment in trade enterprises. The main problem of traditional document turnover management technology is the inability to centrally monitor document flow in trade enterprises. Positive signs the electronic document turnover is a possibility of inserting media data together with textual information in a document; using preform documents; speed transmission of information to multiple addresses; saving paper; compact archive; high speed search and information obtaining; ability to protect documents from unauthorized access and access rights of employees to information.

The advantage of electronic documentation over the traditional one that it helps to create a common information space in trade enterprises integrating all information document turnover system into information hub. Introduction of electronic document turnover makes it possible to reduce the number of services working with the documents.

In the case of documentation automation system or electronic documentation turnover system implementation, documentation office service is developing regulations to work with electronic documents, when there is a local chain of trade establishment - there is a bank of documentation registration data. Therefore, in order to streamline documents turnover, reduce quantity and improve quality of documents, improve working efficiency of trade enterprises, it is necessary to define common requirements for the functioning of sectoral documentation in electronic form. Introduction of electronic document management system will help to optimize trade enterprises, integrate documentation of trade enterprise into a single information environment, and provide communications interaction for staff during the execution of business functions of documentary information management [12]

Electronic documents turnover in trade industry depends on functioning of business processes and regulation of their activities, amount of document flow, prompt passage of documents and legal validity of electronic trade documentation provided by the presence of an electronic signature, which, according to Art. 6 of the Law of Ukraine «About electronic documents and electronic documents turnover» № 851-IV from May 22, 2003, is mandatory requisite of electronic document [13].

Certain difficulties related to the fact that the introduction of electronic document in trade enterprises is voluntary, confidence level to electronic documents turnover is too low, there is a need for operator of electronic documents turnover to be included to the staff that requires additional material costs [10]. For digital processing of large amounts of documentary information there is offered using of software Work flow (Filenet), the most common: Staff ware (FCMC), Image Flo (Recognition Equipment), Workhorse (Workhorse), which allow to structurize document flow, documentation processing in the specified sequence and time intervals [2].

Conclusion. These data give reason to believe that the functional interaction of trade-commercial and document communications consist of internal and external document and communication environment. The tool to enhance their cooperation is to increase communication load on document resources of trade enterprises, where sectoral

documents turnover is a basis and trade industry depends on the efficiency of its functioning in general. Electronic documents turnover in short term is going to be the main approach to automatization of documents turnover in Ukrainian trade enterprises with a single exchange for-

documents for electronic documents and standardized list of information.

Prospects for further research of this area - the study of potential possibilities for components combination of document-communication environment in trade industry.

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Особенности отраслевого документооборота: функциональное взаимодействие между торговыми и документными коммуникациями

Е. В. Шевченко

Аннотация. Проанализировано особенности отраслевого документооборота; раскрыто наполнение входящего, внутреннего, исходящего документных потоков торговых предприятий; охарактеризовано коммуникационную среду функционирования документооборота, предложено методы совершенствования документирования и документо-торгового коммуникационного взаимодействия в торговой отрасли Украины.

Ключевые слова: документооборот, документный поток, торговые и документные коммуникации, торговая отрасль Украины.