1. Every day the Accountant will begin to manually enter all of the necessary information from a collective of customer invoices. This is a pile of paper that the Account has to manually sort through.
   1. The important information on these documents is the totals for parts and labour and the invoice numbers.
   2. The other important information is how services or parts may have been paid for. This includes warranty, recall, discounts, or payments via cash, cheque, and credit or added on account.
2. The Accountant will add this information into the system towards the end of the day and if not completed will carry over into the next day in the morning. This is all manual data entry.
   1. Sometimes a customer invoice can be missing; in this case the Accountant will go and try to find the customer invoice by doing a general walkthrough.
   2. If the invoice is never found the Business Manager gets involved in finding it.
   3. As well sometimes the invoices can be handed in in rough shape, making things hard to read or interpret.

Problems:

1. Customer invoices can be missing or illegible can lead to inaccurate data.
2. All the data entry is manual and time consuming. No electronic data.