



**COOPERATIVE EDUCATION REPORT**

**Practical Insights into Financial Operations and Internal Controls at Digital Focus Co., Ltd.**

**WRITTEN BY**

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## ABSTRACT

This cooperative education report presents a summary of my six-month internship experience at Digital Focus Co., Ltd., one of Thailand's leading distributors of AI-powered IoT solutions and smart technology systems. The primary objectives of this internship were (1) to understand how financial and administrative operations function within a digitally driven technology company, (2) to apply university-level accounting and finance theories in a corporate environment, (3) to develop hands-on experience with digital financial tools such as SAP and online government databases, and (4) to gain insight into how financial accuracy supports operational efficiency in a smart technology organization.

Throughout the internship, I worked as a Finance and Accounting Intern under the supervision of the Accounting Supervisor and Finance Manager. My responsibilities included financial data retrieval and analysis using the DBD system, verification of withholding tax documents, reconciliation of checks in SAP, arrangement and filing of sales invoices, preparation of documentation for internal audits, and participation in asset and inventory checks.

The internship allowed me to directly apply academic concepts such as financial statement analysis, taxation principles, reconciliation processes, and accounting documentation into real working scenarios. By working extensively with digital tools—SAP, online financial databases, and electronic documentation systems—I gained practical experience in digital finance operations. Additionally, the internship contributed to the development of soft skills including time management, communication, and organizational discipline.

Overall, this professional experience significantly expanded my understanding of finance within a technology-focused organization. It strengthened both my technical proficiency and workplace competencies, fulfilling the intended learning objectives and making my internship at Digital Focus a rewarding, insightful, and transformative experience.

Keywords: SAP, Financial Analysis, Internal Control, Withholding Tax, Digital Finance, Cooperative Education



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I am also extremely grateful to Digital Focus Co., Ltd. for welcoming me as a Finance and Accounting Intern and allowing me to gain practical experience in a real corporate environment. My heartfelt thanks go to the Finance and Administration Department, especially my supervisor and the accounting team, for their patience, mentorship, and willingness to teach me every step of the way. Their support helped me develop both technical and professional skills that I will carry forward in my future career.

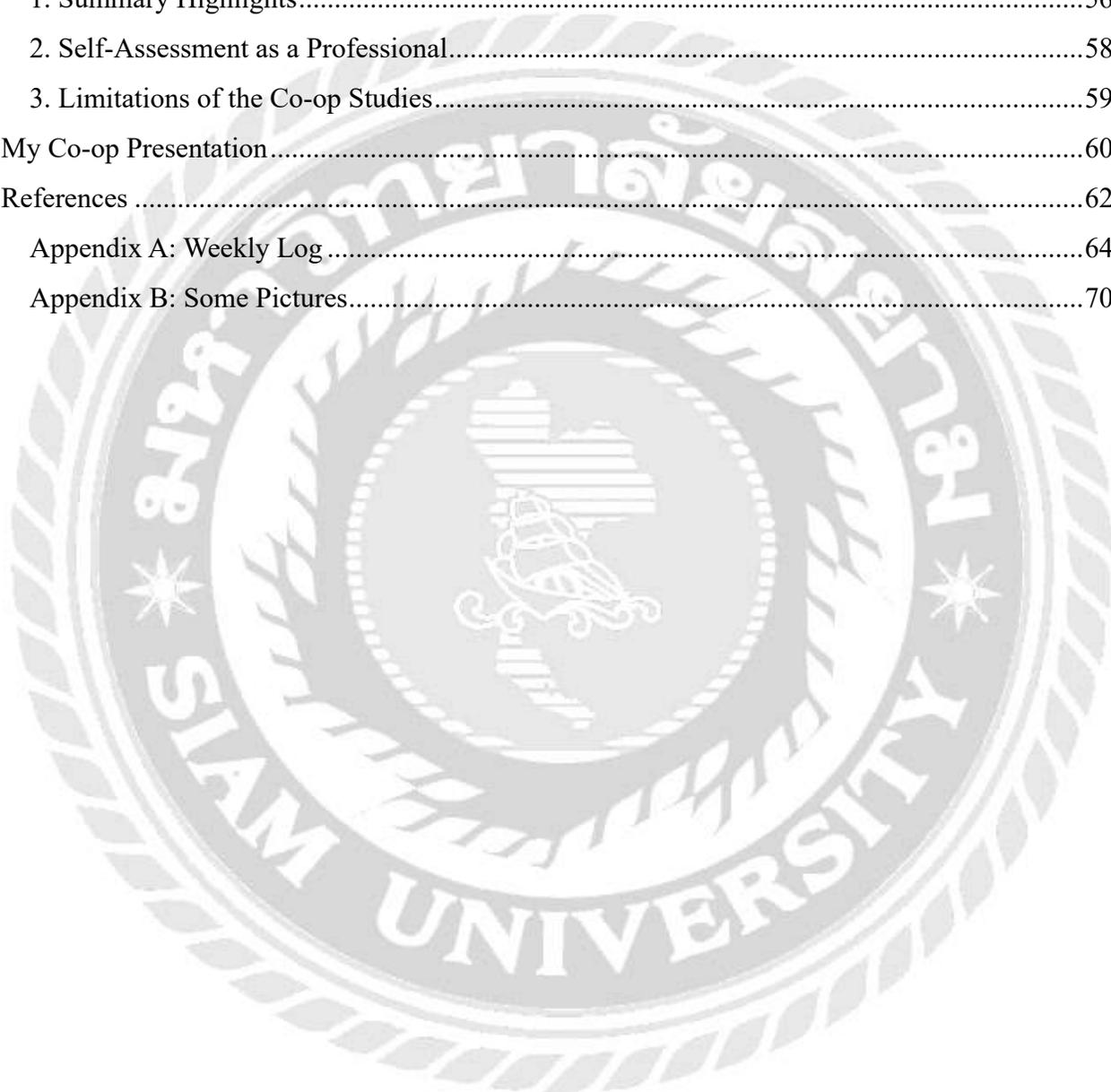
Lastly, I would like to thank my family and friends for their constant motivation and emotional support during the entire internship period. Their encouragement has been invaluable to my growth and success.

**Suhana Dahal**

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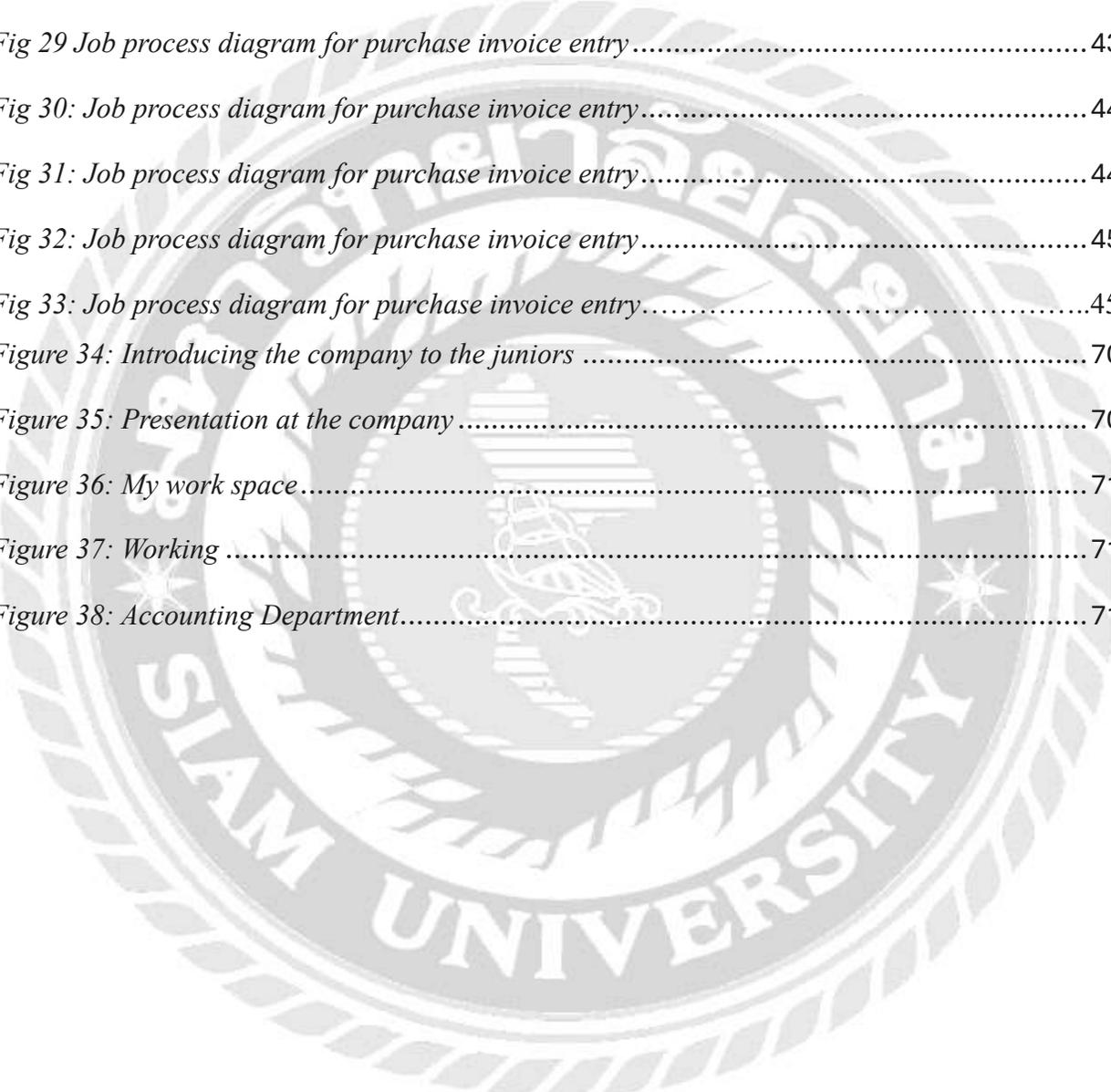
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## List of Abbreviations

AI – Artificial Intelligence

IoT – Internet of Things

CCTV – Closed-Circuit Television

SAP – Systems, Applications, and Products in Data Processing

DBD – Department of Business Development

ISO – International Organization for Standardization

CFO – Chief Financial Officer

ERP – Enterprise Resource Planning

AIS – Accounting Information Systems

VAT – Value Added Tax

PND – Thai tax forms (e.g., PND 3, PND 53)

RV / RVL – Receipt Voucher

PV / PVL – Payment Voucher

SMEs – Small and Medium-sized Enterprises

GPS – Global Positioning System

4G – Fourth Generation (mobile network)

MP – Megapixel

DNR – Digital Noise Reduction

IK / IP – Ingress Protection / Impact Protection (product specs)

## CHAPTER 1: INTRODUCTION

The rapid development of smart technologies and digital systems has created a growing demand for organizations that can deliver reliable, innovative, and high-quality technological solutions. Digital Focus Co., Ltd., a leading distributor of AI-powered IoT devices, CCTV systems, and smart city technologies in Thailand, operates at the center of this transformation. With more than two decades of experience, the company has built a strong reputation for technological expertise, quality service, and nationwide customer support. This chapter provides an overview of Digital Focus to establish the context of the cooperative education experience. It introduces the company's background, mission, vision, values, and strategic direction, followed by its organizational structure and major functional divisions. The chapter also explains the intern's position within the Finance and Accounting Department and the motivation for choosing Digital Focus as a workplace for co-operative studies. To better understand the company's business environment, a strategic assessment is included to highlight key strengths, challenges, and opportunities. Finally, this chapter outlines the objectives of the internship and the purpose of this report, which is to connect academic learning with practical experience in a real corporate setting.

### 1. Overview of the Company



*Figure 1: Digital Focus Logo*

Digital Focus Co., Ltd. was established in 2002 with a paid-up registered capital of 60 million baht. The company had begun as a family-run business but later managed to grow and grab one of the top positions in the market in importing and distributing smart technology solutions, CCTV cameras, and AI powered IoT devices.

With an asset base of more than 300 million baht, Digital Focus now takes care of closely related companies such as IoT Solutions Co., Ltd. and IOT co, Ltd. and has a turnover of over 500 million baht. The ISO 9001:2015 certificate that TUV NORD has been granting the company for over 14 years signifies a unification of service quality and management at global level, thus the quality being consistent throughout the world. Digital Focus has diverse technical expertise in the areas of: Smart Building Solutions (automated management); security and energy efficiency.

Examples (smart transportation solutions) : integrated AI, GPS, and CCTV for fleet management and logistics cases. Smart City solutions include use cases for police enforcement, traffic management, and city infrastructure. Smart Home Solutions cover home automation, smart gadgets, and monitoring apps. The company has a reputation for supplying quality products from leading brands and offers an equally dedicated service through its well-trained engineers and technicians for post-sale assistance.

Digital Focus Co., Ltd. got its formal registration in the year 2002 with a capital of 60 million baht. In the year 2011: The company IoT Solutions Co., Ltd. with 5 million baht of capital was established as a subsidiary. In the year 2015: One million baht was the capital for the subsidiary Internet of Things Co., Ltd. to be created. From the year 2004 onward: The Department of Skill Development and Digital Focus Co. trained over 1,250 CCTV technicians.

In 2022: The company expanded its market presence by including new brands of IP cameras and AI solutions in its product line.

### **1.1 Mission, Vision and Values of Digital Focus**

Mission:

Digital Focus is committed to:

- Distributing and importing world-class smart technology solutions from leading global manufacturers
- Providing comprehensive professional support including installation, after-sales service, and technical consulting

- Promoting digital transformation across cities, transportation systems, buildings, and residential spaces throughout Thailand and the ASEAN region
- Developing human resources through continuous training and skill development programs to meet international standards

Digital Focus is committed to:

- Distributing and importing world-class smart technology solutions from leading global manufacturers
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- Promoting digital transformation across cities, transportation systems, buildings, and residential spaces throughout Thailand and the ASEAN region
- Developing human resources through continuous training and skill development programs to meet international standards

Vision:

To be the leading provider of smart technology solutions in the ASEAN region by delivering world-class IoT, AI, and digital innovation. Digital Focus aims to uphold international standards, strengthen technological transformation, and continue expanding its influence in smart buildings, smart cities, and security systems through excellence, reliability, and continuous improvement.

Values:

The products are dependable and our systems certified.

The company's corporate ethics revolve around honesty, responsibility, and transparency.

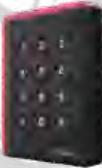
Top priority is to provide solutions catering to various customer needs.

Digital Focus is driving the development of communities that are not only safe and efficient but also ready for the future.

## **1.2 Products and Services**

Digital Focus provides a range of goods and services, including IP and CCTV cameras. (e.g. KEENON, Hi-Vision, etc.) Smart home appliances like automation systems, sensors, alarms, and locks Digital authentication, biometric, and monitoring systems for access control Intelligent

transport monitoring systems (GPS integration, 4G CCTV) Applications for smart cities, e.g. traffic and public safety management systems

Product/Service Name	Description	Product/Service Image
DS-TD10N-1	The special microstrip antenna design prevents interference from adjacent channel targets.	 <p><i>Figure 2: DS-TD10N-1</i></p>
IDS-2VS435-F840-EY	High quality images with 4 MP resolution, excellent low-light performance with DarkFighter technology.	 <p><i>Figure 3: IDS-2VS435-F840-EY</i></p>
IDS-TCV900-BI	High quality photography with 9 MP resolution (1"GMOS) 3D DNR technology provides clean and sharp images	 <p><i>Figure 4: IDS-TCV900-BI</i></p>
SMART DOORLOCK	It is possible to open or close your door anywhere and anytime without keys.	 <p><i>Figure 5: Smart door lock</i></p>
DGF XQUICKTRON	Both versatile robots are highly adaptable to different	

	<p>tasks and can quickly adapt to changing demand patterns.</p> <p>This division of labor between the robots improves operational efficiency.</p>	 <p><i>Figure 6:</i> <i>DGFXQUICKTRON</i></p>
<p>DS-TCG40 6-E(12V/POE)(O-STD)</p>	<p>Product in Smart City</p>	 <p><i>Figure 7: DS-TCG40 6-E(12V/POE)(O-STD)</i></p>
<p>DS-TMG520-H/B</p>	<p>Product in Smart City</p>	 <p><i>Figure 8: DS-TMG520-H/B</i></p>
<p>DS-TCP440-B(E) (2.8MM) (O-STD)</p>	<p>Product in Smart City</p>	 <p><i>Figure 9: DS-TCP440-B(E) (2.8MM) (O-STD)</i></p>
<p>IDS-2CD7A26G0/P-IZHS(Y)</p>	<p>Resolution: 2 MP Lens: 2.8-12mm</p> <p>Max: 1920 x 1080</p>	

	Water and dust proof (IP67) and intrusion proof (IK10)	<i>Figure 10: IDS-2CD7A26G0/P- IZHS(Y)</i>
DS-TVL224	Frame material: Plastic-sprayed steel frame (dark armored glass for display)	 <i>Figure 11: DS-TVL224</i>
DS-KV8113-WME1(B)	Support Wifi, easy to set up, no need to run wires. Aluminum alloy, good industrial design, IP65, IK08, integrated 3-digit indicator.	 <i>Figure 12: DS-KV8113-WME1(B)</i>
IDS-2CD7A45G2-IZHSY(4.7-118MM)	Product in Smart City	 <i>Figure 13: IDS-2CD7A45G2-IZHSY(4.7-118MM)</i>

<p>DS-2XC6484G0- LIZH(R)S+(ADC)</p>	<p>Product in Smart City</p>	 <p><i>Figure 14: DS-2XC6484G0 LIZH(R)S+(ADC)</i></p>
<p>DS-2DF3C400SCG- D/4G/WL15(F1)</p>	<p>Product in Smart City</p>	 <p><i>Figure 15: DS-2DF3C400SCG- D/4G/WL15(F1)</i></p>
<p>DS-2CD4A26FWD-IZS-P</p>	<p>Smart Retail</p>	 <p><i>Figure 16: DS-2CD4A26FWD-IZS-P</i></p>
<p>DS-2PT3326IZ-DE3</p>	<p>Smart Retail</p>	 <p><i>Figure 17: DS-2PT3326IZ- DE3</i></p>

DS-2TD2136-7	Smart Retail	 <p><i>Figure 18: DS-2TD2136-7</i></p>
KEENON model T5 -LABEL	Delivery prototype with multi-purpose functionality (All in one) in both food delivery mode and reception mode	 <p><i>Figure 19: KEENON model T5 -LABEL</i></p>
KEENON model T6 -LABEL	The real deal in food serving robots with Multi Robots Collaboration system, able to work with multiple robots simultaneously smoothly.	 <p><i>Figure 20: KEENON model T6 -LABEL</i></p>
KEENON model T8-LABEL	A food serving robot with superior mobility, it can walk freely, using only 55 cm of walking space.	

		<i>Figure 21: KEENON model T8-LABEL</i>
Digital Smart Solar	<p>Complete, all-in-one solution!</p> <p>Digital Focus installs solar systems to help reduce CO2 and costs sustainably, while also helping you plan the efficient use of clean energy.</p> <p>This solution meets the needs of businesses and promotes a better quality of life for people in society.</p>	 <p><i>Figure 22: Digital Smart Solar</i></p>
DS-TD10N-1	<p>Special microstrip antenna design prevents interference from Target of adjacent channels</p>	 <p><i>Figure 23: DS-TD10N-1</i></p>
IDS-2VS435-F840-EY	<p>High quality images with 4 MP resolution, excellent low light performance with DarkFighter Technology</p>	 <p><i>Figure 24: IDS-2VS435-F840-EY</i></p>
IDS-TCV900-BI	<p>High quality photography with 9 MP resolution (1GMOS) technology 3D DNR provides clean and sharp images</p>	 <p><i>Figure 25: IDS-TCV900-BI</i></p>

*Table 1: Product Ranges and Descriptions of Digital Focus*

### **1.3 Strategies of the Company**

Digital Focus employs a multi-faceted competitive strategy centered on differentiation and market penetration to maintain its leadership position in Thailand's smart technology sector.

**Product Differentiation Strategy:** The company maintains a diverse portfolio spanning AI-powered CCTV systems, smart building automation, IoT devices, robotics, and smart city infrastructure. By partnering with premium global brands (Hi-Vision, KEENON, etc.) and maintaining ISO 9001:2015 certification, Digital Focus differentiates itself through superior product quality and reliability rather than competing on price alone.

**Market Penetration Strategy:** The company actively expands its market share through strategic partnerships with government agencies for smart city projects, collaboration with real estate developers for smart building solutions, and continuous expansion into emerging segments such as renewable energy (Digital Smart Solar) and service robotics. The establishment of subsidiaries (IoT Solutions Co., Ltd. and Internet of Things Co., Ltd.) enables market penetration across complementary sectors.

**Service Excellence Strategy:** Digital Focus creates competitive advantage through comprehensive after-sales support, professional technical consulting, and a nationwide service network. The company's long-term partnership with the Department of Skill Development ensures a continuous supply of certified technicians, maintaining service quality standards that competitors struggle to match.

**Human Capital Development Strategy:** By investing in workforce training programs that have certified over 1,250 technicians since 2004, Digital Focus ensures technical expertise that supports both product installation excellence and long-term customer relationships. This strategy creates sustainable competitive advantage through specialized knowledge and certified capabilities.

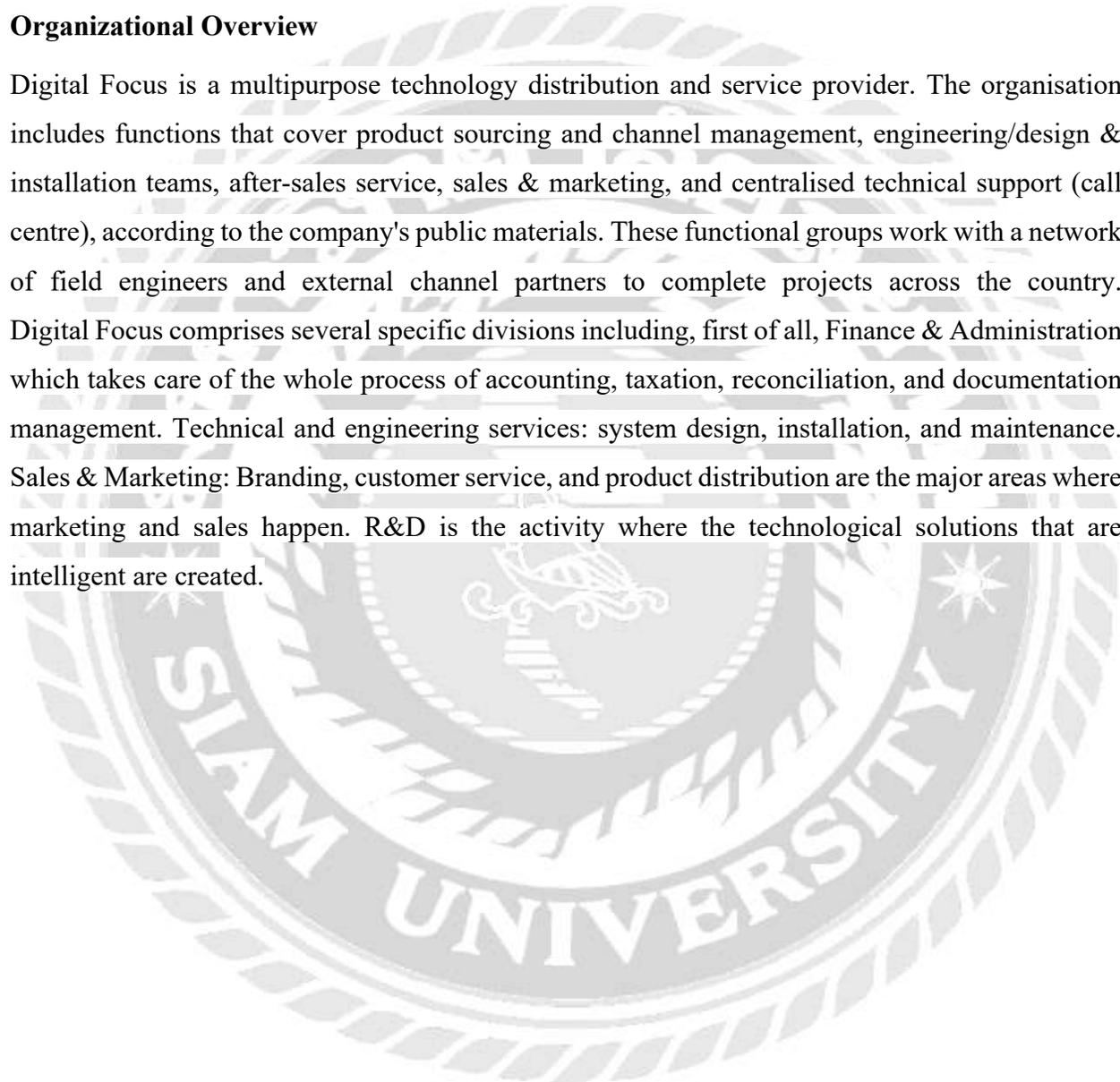
**Market Expansion Strategy:** The company continuously diversifies its product offerings to capture emerging opportunities in smart cities, smart homes, intelligent transportation, and renewable

energy. Recent expansion into AI-powered cameras and robotic solutions (KEENON delivery robots) demonstrates proactive adaptation to market trends and customer demand for integrated smart technology ecosystems.

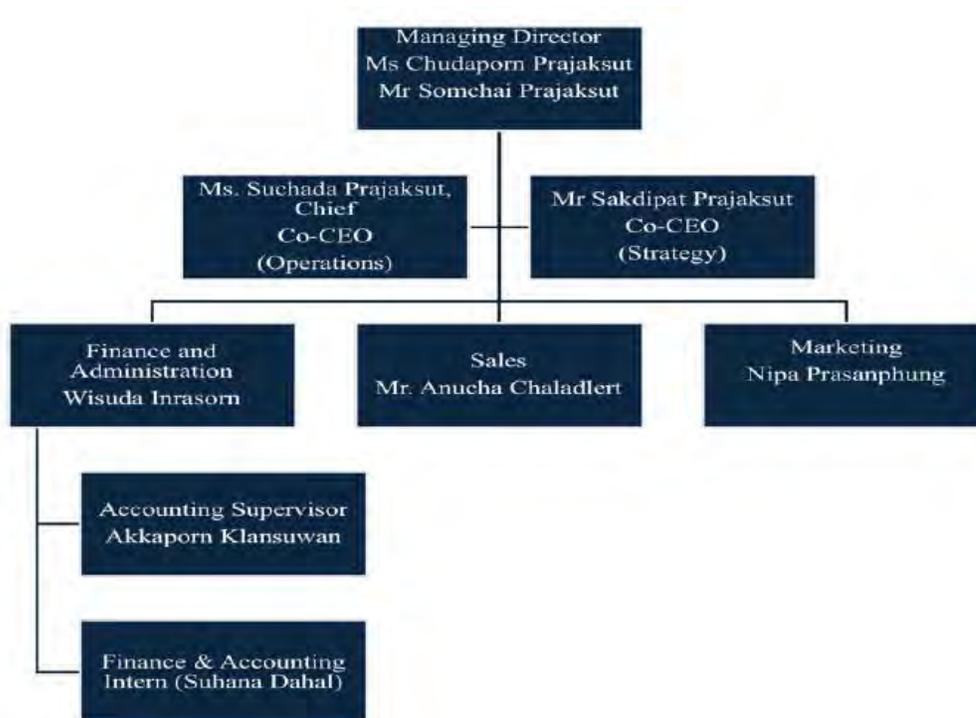
## **2. Organizational Structure**

### **Organizational Overview**

Digital Focus is a multipurpose technology distribution and service provider. The organisation includes functions that cover product sourcing and channel management, engineering/design & installation teams, after-sales service, sales & marketing, and centralised technical support (call centre), according to the company's public materials. These functional groups work with a network of field engineers and external channel partners to complete projects across the country. Digital Focus comprises several specific divisions including, first of all, Finance & Administration which takes care of the whole process of accounting, taxation, reconciliation, and documentation management. Technical and engineering services: system design, installation, and maintenance. Sales & Marketing: Branding, customer service, and product distribution are the major areas where marketing and sales happen. R&D is the activity where the technological solutions that are intelligent are created.



## 2.1 Diagram of Organizational Structure



*Figure 26: Organizational Structure of Digital Focus*

Digital Focus operates with a functional organizational structure designed to support its technology distribution and service delivery operations. The company is led by executive management including the Managing Director and Chief Financial Officer (CFO), with specialized departments handling distinct business functions:

**Finance and Administration Department:** Manages financial operations, accounting, tax compliance, document control, and administrative support services. This department includes the Accounting Supervisor who oversees financial data management, reconciliation, and internal controls.

**Sales and Marketing Department:** Responsible for business development, customer relationship management, sales operations, and market expansion initiatives across Thailand and ASEAN markets.

Technical and Engineering Department: Handles product installation, technical support, system integration, and field engineering services. This department employs the certified technicians trained through the company's partnership with the Department of Skill Development.

After-Sales Service Department: Provides ongoing technical support, maintenance services, and customer assistance to ensure long-term satisfaction and product performance.

Research and Development: Evaluates emerging technologies, assesses new product opportunities, and supports strategic planning for future market offerings.

This functional structure enables specialized expertise within each department while maintaining clear reporting relationships and operational efficiency across the organization.

## **2.2 My Job Position in the Organization**

During my six-month cooperative education internship from July 2024 to December 2024, I served as a Finance and Accounting Intern within the Finance and Administration Department at Digital Focus Co., Ltd. My position reported directly to the Accounting Supervisor, who operates under the supervision of the Chief Financial Officer (CFO).

My primary responsibilities encompassed:

- Financial data retrieval and analysis using the DBD (Department of Business Development) government database system and SAP enterprise resource planning software
- Verification and reconciliation of withholding tax documents against classified tax reports to ensure regulatory compliance
- Check reconciliation and payment processing in SAP to maintain accurate financial records
- Organization, filing, and documentation management for sales invoices and financial records
- Preparation and organization of documentation for internal audit processes
- Participation in periodic asset counts and inventory verification procedures

- Cross-departmental coordination with Sales and Administration to support accurate financial transaction recording

### **2.3 My Job Position in the Company's Organizational Structure**

As a Finance and Accounting Intern, I occupied an operational support position within the Finance and Administration Department's accounting team. My role formed part of the department's operational level, working under direct supervision of the Accounting Supervisor who reports to the CFO.

This position functioned as a bridge between the finance department and other business divisions, particularly Sales and Administration, ensuring accurate recording and processing of financial transactions across the organization. The internship provided exposure to Digital Focus's financial operations, internal control systems, and corporate compliance procedures within a technology-focused corporate environment.

The position enabled practical application of university-level accounting and finance theories while developing proficiency with professional financial tools including SAP enterprise software and government financial databases. Through this role, I gained comprehensive understanding of how financial accuracy and documentation standards support operational efficiency in a smart technology distribution organization.

### **3. My Intention and Motivation to join Digital Focus**

I selected Digital Focus Co., Ltd. as my cooperative education workplace based on several strategic considerations aligned with my academic major in Finance and Investment and my professional development objectives:

**Industry Leadership and Reputation:** Digital Focus's position as one of Thailand's leading smart technology distributors, supported by over 20 years of operational experience and ISO 9001:2015 certification, provided an ideal environment to observe professional financial management practices in a well-established corporate setting. The company's reputation for quality and

reliability indicated strong internal systems and professional standards that would benefit my learning.

**Technology-Driven Financial Operations:** The company's use of advanced financial systems including SAP enterprise resource planning software and integration with government databases aligned with my interest in understanding modern digital finance operations. This technological focus offered opportunities to develop skills with professional financial tools that are increasingly essential in contemporary business environments.

**Comprehensive Financial Learning Opportunities:** Digital Focus's diverse operations—spanning product distribution, multiple subsidiaries, international partnerships, and complex supply chains—presented opportunities to experience various aspects of corporate finance including tax compliance, financial reconciliation, internal controls, audit preparation, and multi-entity financial management.

**Professional Skill Development:** The position offered practical application of theoretical concepts learned in my Finance and Investment program, specifically in areas of landed cost analysis, tax procedures, financial reconciliation, and internal control systems. These competencies are fundamental for career advancement in finance and investment fields.

**Corporate Compliance Exposure:** Given my interest in financial compliance and regulatory adherence, Digital Focus's ISO certification, established internal controls, and systematic documentation processes provided valuable exposure to corporate compliance standards and quality assurance frameworks that support ethical business practices.

**Growth-Oriented Organization:** The company's continuous expansion, investment in emerging technologies, and strategic market positioning demonstrated a forward-thinking business approach. Working within a growing organization provided insights into how financial operations support business development and strategic initiatives.

#### 4. Strategic Analysis of The Company

To understand Digital Focus's competitive position and strategic context, I conducted a comprehensive SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis based on my internship observations and industry research:

Strengths	Weaknesses
<p>Over 20 years of experience and a strong, trusted reputation in Thailand's smart technology and security market.</p> <p>ISO 9001:2015 certification maintained for over 14 years, reflecting consistent quality and international standards.</p> <p>Wide and diverse product portfolio including IoT devices, AI-powered cameras, robotics, smart city systems, and automation solutions.</p> <p>Strong partnerships with global manufacturers from the US, China, Japan, and South Korea, ensuring access to advanced technologies.</p> <p>Well-trained engineering, technical, and installation teams with extensive field experience.</p> <p>Long-term collaboration with the Department of Skill Development (DSD),</p>	<p>Heavy reliance on imported products makes the company vulnerable to exchange rate fluctuations.</p> <p>Administrative complexity due to multiple subsidiaries, leading to time-consuming documentation and coordination.</p> <p>High operating costs linked to importing, warehousing, and maintaining advanced technology products.</p> <p>Limited brand awareness outside Thailand despite strong domestic presence.</p> <p>Some internal processes are still paperwork-heavy, reducing efficiency and increasing workload.</p> <p>Lack of direct control over global supply chain disruptions.</p> <p>Slow adaptation to complete digitalization in certain departments.</p>

<p>contributing to over 1,200 certified CCTV technicians.</p> <p>Strong after-sales service and nationwide technical support network.</p> <p>High asset base and stable financial performance, enabling continuous business growth.</p> <p>Strong internal divisions (finance, R&amp;D, technical engineering, sales, after-sales) supporting efficient operations.</p> <p>Ability to supply customized smart city solutions for government and corporate clients.</p>	<p>Dependence on a few major suppliers may limit flexibility in pricing and product diversification.</p> <p>Internal communication gaps between departments occasionally cause delays in document verification or financial reconciliation.</p> <p>Limited involvement in strategic finance for interns and junior employees, restricting learning exposure.</p>
<p>Opportunities</p>	<p>Threats</p>
<p>Rising demand for smart cities, smart homes, and digital transformation across ASEAN.</p> <p>Expansion of AI and IoT markets globally, creating room for new product lines.</p> <p>Growing interest in automation, robotics, and smart energy solutions in both public and private sectors.</p>	<p>Rapid technological development requiring continuous reinvestment and upskilling of workers.</p> <p>Emerging competitors offering cheaper surveillance and IoT alternatives.</p> <p>Global supply chain disruptions affecting product availability and delivery timelines.</p> <p>Currency exchange volatility increasing the cost of imported goods.</p>

<p>More opportunities for collaboration with government agencies working on digital infrastructure.</p> <p>Increasing need for renewable energy systems like solar (Digital Smart Solar).</p> <p>Growing real estate sector in Thailand requiring smart home and smart building technologies.</p> <p>Rising cybersecurity awareness increases demand for surveillance and smart security solutions.</p> <p>Opportunities to digitize internal processes for greater efficiency and lower administrative costs.</p> <p>Possibility of developing in-house software or mobile apps for smart product integration.</p>	<p>Regulatory changes related to digital privacy, data protection, and security compliance.</p> <p>Cybersecurity threats that could impact customer trust if not managed properly.</p> <p>Risk of technological obsolescence if products are not regularly updated.</p> <p>Price competition in the Thai tech market reducing profit margins.</p> <p>Increasing number of online sellers offering low-cost counterfeit or low-quality smart products.</p> <p>Rising operating costs in Thailand (labor, energy, logistics) impacting overall profitability.</p>
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*Table 2: SWOT Analysis of Digital Focus*

The SWOT analysis of Digital Focus Co., Ltd. provides a broader understanding of the company’s strategic position within Thailand’s rapidly evolving smart technology industry. With more than two decades of experience, Digital Focus has established itself as a highly credible and reliable provider of smart solutions, benefiting from both technical expertise and strong global partnerships. The company’s extensive product portfolio—ranging from AI-powered CCTV

systems, automation technologies, robotics, digital authentication devices, to smart city infrastructure—gives it a significant competitive advantage and enables it to cater to diverse market segments. The ISO 9001:2015 quality certification, long-term collaborations with global manufacturers, and a well-trained workforce further enhance its operational strength.

However, the company also faces internal challenges. Its heavy dependence on imported products exposes it to cost fluctuations, supply chain limitations, and currency risks. Managing multiple subsidiaries creates complex administrative processes, often requiring careful coordination between departments. Although the company operates in a highly digitalized industry, some internal procedures still rely heavily on manual paperwork, which can be time-consuming and inefficient. Additionally, competition in the tech sector continues to intensify, making innovation and speed crucial for survival.

Externally, Digital Focus operates in a market full of growth opportunities. The rising demand for smart cities and smart homes across ASEAN creates a strong foundation for business expansion. Government interest in digital infrastructure, renewable energy, and robotics further enhances these prospects. The company can also leverage digitalization to streamline its processes, reduce costs, and improve its competitive position. Expanding into neighboring countries or developing in-house smart applications can open new revenue streams.

Nonetheless, the company must remain aware of external threats, such as rapid technological changes, cybersecurity concerns, regulatory updates on data privacy, and competition from low-cost suppliers. Global supply chain disruptions and currency fluctuations can also impact operations. Therefore, to sustain long-term growth, Digital Focus must continuously innovate, strengthen internal communication, manage costs efficiently, and strategically monitor market trends.

## **5. Objectives of the Internship**

This cooperative education report documents my six-month internship experience at Digital Focus Co., Ltd. from July 2024 to December 2024, serving the following objectives:

Primary Learning Objectives:

- To gain practical experience in financial and administrative operations within a technology-driven corporate environment
- To apply theoretical accounting and finance knowledge from university coursework to real-world business scenarios
- To develop proficiency with professional financial tools including SAP enterprise software and government financial databases (DBD system)
- To understand how financial accuracy and internal controls support operational efficiency in a smart technology distribution organization

#### Skill Development Objectives:

- To gain hands-on experience with financial data retrieval, analysis, and verification procedures
- To develop competencies in tax compliance, withholding tax documentation, and regulatory adherence
- To master financial reconciliation processes, document management systems, and audit preparation procedures
- To enhance professional soft skills including time management, cross-departmental communication, and organizational discipline

#### Professional Development Objectives:

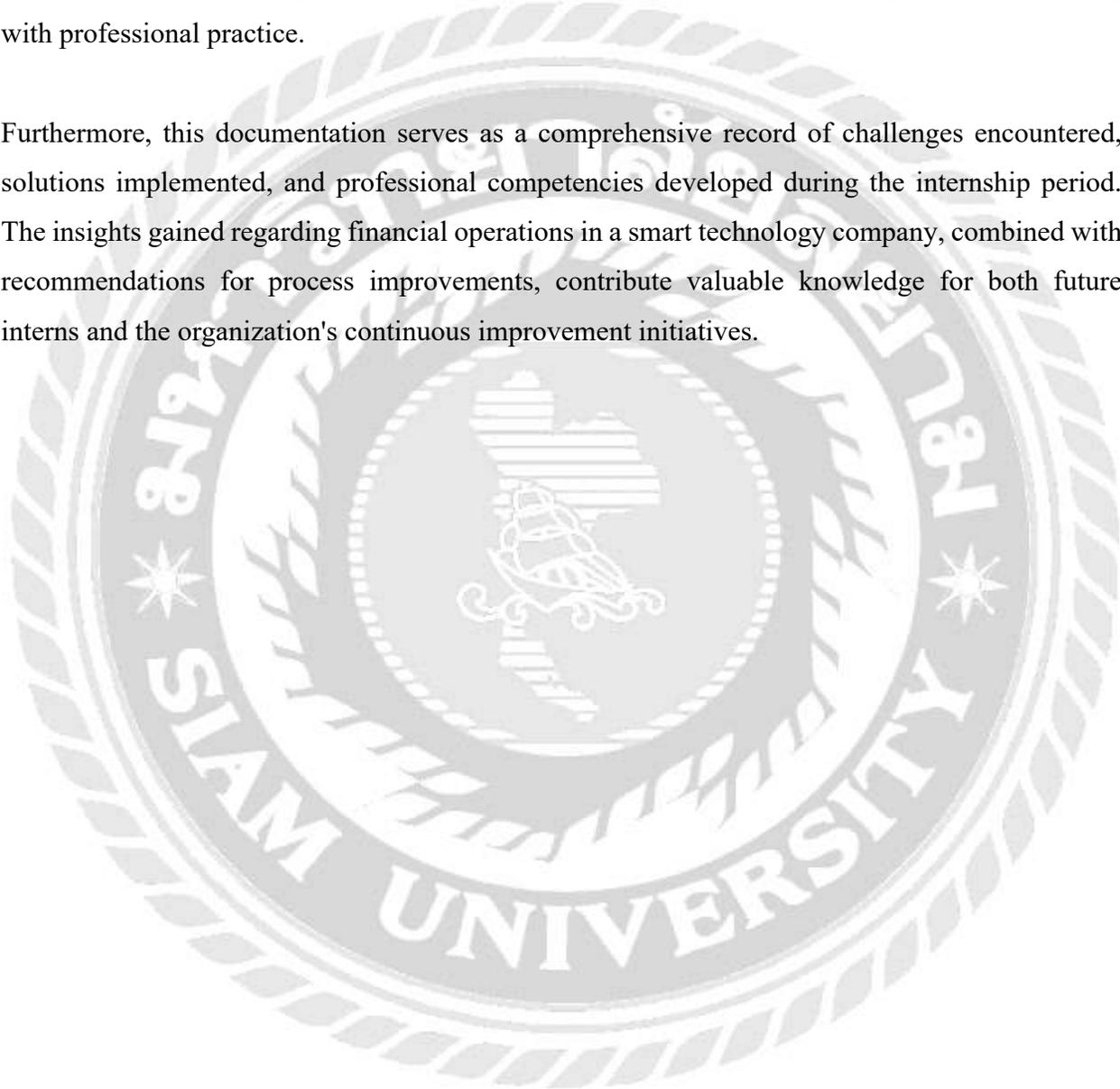
- To understand corporate financial workflows, internal control systems, and compliance frameworks in a certified organization
- To observe how finance departments coordinate with sales, administration, and other business units to support organizational objectives
- To gain insight into how financial operations contribute to strategic decision-making and business performance in a competitive technology market

#### Report Significance:

This report holds particular significance as it documents the integration of academic finance theory with professional practice in Thailand's rapidly evolving smart technology industry. Digital Focus's position as an ISO-certified technology distributor utilizing advanced financial systems

provides unique insights into how financial controls, documentation standards, and digital tools support business operations in a technology-focused organization. The report demonstrates practical application of university-level concepts including financial statement analysis, taxation principles, reconciliation processes, and accounting documentation within a real corporate setting, thereby fulfilling the cooperative education program's objective of bridging academic learning with professional practice.

Furthermore, this documentation serves as a comprehensive record of challenges encountered, solutions implemented, and professional competencies developed during the internship period. The insights gained regarding financial operations in a smart technology company, combined with recommendations for process improvements, contribute valuable knowledge for both future interns and the organization's continuous improvement initiatives.



## CHAPTER 2: C0-0P STUDY ACTIVITIES

This chapter provides a comprehensive documentation of my cooperative education activities during the six-month internship period at Digital Focus Co., Ltd. from July 2024 to December 2024. As a Finance and Accounting Intern within the Finance and Administration Department, I performed diverse responsibilities spanning financial data analysis, tax compliance verification, document management, reconciliation procedures, and audit preparation. This chapter details my job description and daily responsibilities, describes the specific contributions I made to the organization's financial operations, examines the collaborative activities undertaken with colleagues across multiple departments, outlines my job processes and workflows, and evaluates my overall contributions as a cooperative education student to Digital Focus. Through systematic documentation of these activities, this chapter demonstrates how theoretical finance and accounting knowledge acquired at Siam University was applied to real-world corporate financial operations within Thailand's smart technology sector.

### **1. Job Description**

During my internship at Digital Focus Co., Ltd., I served as a Finance and Accounting Intern with primary responsibilities in the Finance and Administration Department. My position involved close collaboration with the accounting team, sales department, and administrative staff to support accurate financial record-keeping, regulatory compliance, and operational efficiency. The role encompassed eight major functional areas, each contributing to the company's financial integrity and business operations:

#### 1. Financial Information Retrieval and Analysis

Description: I utilized customer Tax Identification Numbers (Tax IDs) to retrieve and analyze comprehensive financial data from two primary sources: the Department of Business Development (DBD) government database and Digital Focus's internal SAP enterprise resource planning system. This analysis covered two distinct customer categories:

- CL Status Customers (1,854 accounts): Active clients who completed purchases within the previous five years, representing the company's established customer base requiring ongoing financial monitoring and relationship management.
- Lead/LL Status Prospects (2,308 accounts): Potential clients registered in the database without completed transactions, representing business development opportunities requiring financial assessment before sales engagement.

Purpose: The primary objectives of this financial analysis included identifying dormant customers for potential reactivation, assessing customer financial health through standardized rating criteria, providing the sales team with qualified leads supported by financial viability data, and supplying management with actionable intelligence regarding client revenue potential, profitability prospects, and overall financial condition to inform strategic decision-making.

Frequency: This analysis was conducted periodically as directed by the Accounting Supervisor, typically on a weekly or bi-weekly basis depending on business priorities and sales team requirements.

## 2. Arranging and Recording Sales Invoices

Description: I maintained systematic organization of sales invoices through chronological and numerical filing systems, ensuring proper storage and efficient retrieval capabilities. This process involved sorting daily invoice batches, verifying sequential numbering, cross-referencing dates, and maintaining both physical and digital filing systems according to company documentation standards.

Purpose: This activity ensured maintenance of clean, accessible financial records essential for internal and external audits, facilitated efficient financial reviews and regulatory compliance verification, supported the month-end closing process by providing organized documentation for reconciliation procedures, and maintained audit readiness by ensuring all sales transactions were properly documented and easily retrievable.

Frequency: Daily responsibility performed consistently throughout the internship period as part of routine accounting operations.

### 3. Filing Documents from Receiving and Paying Operations

Description: I maintained comprehensive filing systems for both incoming and outgoing financial documentation. Receiving-side documents included customer receipts, sales invoices, and revenue vouchers, while paying-side documents encompassed payment checks, payment vouchers, purchase invoices, and vendor receipts. All documents were organized systematically by date and reference number to ensure traceability and compliance with accounting standards.

Purpose: This systematic filing ensured financial record transparency and complete traceability according to standard accounting principles and Thai accounting regulations, facilitated efficient preparation of financial reports and regulatory filings, supported audit processes by providing organized, accessible documentation, and maintained internal control integrity through proper segregation and documentation of cash inflows and outflows.

Frequency: Daily operational responsibility integrated into routine accounting workflows.

### 4. Verifying Withholding Tax Documents Against Classified Reports

Description: I performed detailed verification of withholding tax documentation by recording essential information including company names, Tax Identification Numbers, and Receipt Voucher (RV) numbers on withholding tax certificates, then cross-referencing these details against classified tax reports generated by the accounting system. This process involved careful examination of tax rates, amounts withheld, and proper documentation to ensure accuracy and completeness.

Purpose: This verification process minimized the risk of tax reporting errors that could result in regulatory penalties or compliance issues, ensured strict adherence to Thai Revenue Department regulations and withholding tax guidelines, maintained accuracy in monthly tax submissions and

annual tax reporting, and supported the company's commitment to regulatory compliance and corporate governance standards.

Frequency: Weekly responsibility performed in preparation for monthly tax filing deadlines and compliance reporting requirements.

#### 5. Passing Checks and Reconciling in SAP

Description: I participated in the check payment processing and bank reconciliation procedures by locating and verifying key information including company names, Tax IDs, Receipt Voucher (RV) numbers, and Payment Voucher (PV) numbers, then comparing these details against tax invoices, bank statements, and classified reports. This process involved entering payment data into SAP, matching checks with corresponding invoices, and confirming that bank records aligned with accounting system entries.

Purpose: The primary objectives included ensuring that every financial transaction was accurately and completely recorded in the accounting system, achieving and maintaining precision in bank and cash balance reporting, facilitating efficient monthly reconciliation processes and financial statement preparation, and detecting and preventing potential discrepancies, errors, or fraudulent transactions through systematic verification procedures.

Frequency: Weekly activity or as specified by the Accounting Supervisor, with increased frequency during month-end closing periods.

#### 6. Physical Asset Count with the Accounting Team

Description: I collaborated with the finance department to conduct physical verification of company assets across various office locations and facilities. This process involved comparing physical assets against the fixed asset register, verifying asset identification numbers, confirming asset locations, assessing asset conditions, and documenting any discrepancies between physical counts and accounting records.

Purpose: These physical counts maintained the accuracy and integrity of the fixed asset register, verified that assets recorded in accounting systems were physically present and operational, confirmed proper asset utilization and appropriate location assignments, identified missing, damaged, or obsolete assets requiring write-offs or replacements, and supported annual financial statement preparation by ensuring asset values were accurately reported.

Frequency: Periodic activity performed quarterly or semi-annually as part of internal control procedures and asset management protocols.

## 7. Preparation for Annual Inventory Count

Description: I contributed to preparation activities for Digital Focus's comprehensive annual inventory count scheduled for December 2024. My responsibilities included developing inventory count checklists, organizing documentation templates, coordinating with warehouse staff regarding count procedures, preparing inventory location maps, and establishing verification protocols to ensure systematic and accurate inventory verification.

Purpose: These preparatory activities facilitated accurate reconciliation between accounting records and physical inventory quantities, enabled early identification of missing, damaged, obsolete, or slow-moving inventory items before year-end financial statement preparation, supported proper inventory valuation and cost of goods sold calculations, and ensured compliance with accounting standards requiring physical verification of inventory balances.

Status: Preparatory phase completed during internship; full inventory count execution scheduled for December 2024 following internship conclusion.

## 8. Document Preparation and Internal Coordination

Description: I assisted in preparing various financial documents, reports, and presentations for internal use, management review, and audit purposes. This included compiling supporting

documentation for financial analyses, organizing files for internal audit reviews, preparing summary reports of completed activities, and coordinating document flow between finance, sales, and administration departments.

Purpose: These coordination activities ensured smooth interdepartmental communication and workflow efficiency, supported timely completion of financial reporting and compliance requirements, facilitated management decision-making through provision of organized, accessible information, and maintained professional standards in documentation and internal communication.

Frequency: Ongoing responsibility throughout internship period, with increased activity during monthly closing and reporting cycles.

## **2. My Contribution to the Organization :**

Throughout my six-month internship at Digital Focus Co., Ltd., I made substantial contributions to the Finance and Administration Department that enhanced operational efficiency, improved data accuracy, and strengthened internal controls. My contributions extended beyond routine task completion to include process improvements, knowledge transfer, and value-added analyses that supported both immediate operational needs and long-term organizational objectives:

### **1. Enhanced Financial Data Accuracy and System Integrity**

Through systematic verification and reconciliation of invoices, receipt vouchers, tax documents, and payment records, I significantly improved alignment between SAP system records and physical documentation. This contribution reduced discrepancies, minimized the risk of reporting errors, and strengthened the reliability of financial data used for management decision-making. My consistent attention to detail in data entry, verification, and reconciliation procedures contributed to cleaner financial records and more efficient month-end closing processes.

### **2. Improved Document Management Efficiency and Audit Readiness**

My systematic approach to organizing and filing financial documents substantially reduced the time required by accounting team members to retrieve specific documents for verification or review purposes. By implementing consistent filing protocols for both receiving and paying

operations, I enhanced the department's audit readiness and facilitated more efficient responses to information requests from management, auditors, or regulatory authorities. This organized documentation system supported faster report preparation and reduced the administrative burden on senior accounting staff.

### 3. Financial Analysis Supporting Sales Operations

Through comprehensive financial analysis of customer and prospect data retrieved from the DBD database, I provided the sales team with actionable intelligence regarding customer financial viability. By identifying financially sound prospects and flagging dormant customers with strong financial profiles, I enabled more strategic sales targeting and resource allocation. This contribution directly supported revenue generation efforts by helping sales personnel focus attention on prospects with demonstrated financial capacity to purchase Digital Focus's technology solutions.

### 4. Strengthened Internal Controls and Compliance

My participation in asset counts, tax document verification, and check reconciliation procedures strengthened Digital Focus's internal control environment and compliance framework. These activities enhanced financial transparency, reduced the risk of asset misappropriation or tax reporting errors, and demonstrated the company's commitment to sound financial management practices. My contributions supported the maintenance of ISO 9001:2015 certification standards and adherence to Thai accounting and tax regulations.

### 5. Professional Skill Development and Knowledge Transfer

Through intensive training in SAP operations, document control procedures, and financial data analysis methodologies, I developed proficiency that enabled me to work increasingly independently as the internship progressed. This reduced the supervisory burden on senior staff and allowed me to assume responsibility for routine tasks, freeing experienced team members to focus on more complex analytical and strategic activities. Additionally, my fresh perspective as a finance student occasionally led to questions and suggestions that prompted process reviews and minor workflow improvements.

## 6. Database Enhancement and Information Quality Improvement

My systematic work retrieving and updating customer financial information from the DBD database enhanced the quality and completeness of Digital Focus's customer database. This improved information base supported more accurate financial forecasting, better credit risk assessment, and more informed strategic planning regarding market opportunities and customer relationship management priorities.

### **3. Activities in Coordination with Co-Workers:**

Effective completion of my internship responsibilities required extensive collaboration with colleagues across multiple departments. These cooperative activities developed my interpersonal communication skills, enhanced my understanding of organizational workflows, and demonstrated the importance of cross-functional teamwork in achieving business objectives. The following coordination activities were particularly significant:

#### **1. Coordination with the Accounting Team**

I maintained regular collaboration with accounting officers to cross-verify invoice details, validate tax information accuracy, and confirm bank reconciliation outcomes. These interactions involved discussing discrepancies discovered during verification processes, seeking guidance on proper accounting treatment for unusual transactions, and participating in team discussions regarding month-end closing procedures. Through these daily interactions, I gained deeper understanding of real-time accounting operations and developed appreciation for the importance of accuracy, attention to detail, and systematic verification in financial record-keeping.

#### **2. Coordination with the Sales Department**

I worked closely with sales team members to communicate findings from customer financial analyses conducted using DBD database information. This coordination enabled sales personnel to prioritize follow-up activities based on prospect financial viability, adjust sales strategies according to customer financial health, and make more informed decisions regarding credit terms and payment arrangements. These interactions enhanced my understanding of how financial information supports business development activities and demonstrated the critical importance of finance-sales collaboration in driving revenue growth.

### **3. Coordination with the Administration Department**

I partnered regularly with administrative staff to ensure consistency between physical document filing systems and digital document management procedures. This coordination was particularly important for maintaining audit-ready documentation and ensuring that all required supporting documents were properly retained and easily retrievable. Administrative staff provided guidance on company documentation standards, filing protocols, and record retention policies, while I contributed systematic organization and verification to ensure compliance with established procedures.

### **4. Coordination with Supervisors**

I participated in regular supervisory meetings to report progress on assigned tasks, discuss challenges encountered, and seek guidance on complex issues or unfamiliar procedures. My Accounting Supervisor provided valuable feedback on improving SAP data entry accuracy, managing time efficiently during busy periods, and enhancing data quality through more thorough verification processes. These structured interactions enabled continuous performance improvement throughout the internship and ensured that my work aligned with departmental priorities and organizational standards.

### **5. Coordination During Inventory and Asset Counts**

Physical asset verification required collaboration with teams from multiple departments to locate and identify assets distributed across various office locations and operational areas. This cross-functional teamwork involved real-time communication, immediate verification of discrepancies, and collective problem-solving when asset identification or location issues arose. These experiences significantly enhanced my teamwork capabilities, taught me the importance of clear communication in complex operational activities, and demonstrated how systematic coordination enables accurate completion of critical control procedures.

### **6. General Interdepartmental Communication**

Beyond specific project-based coordination, I maintained ongoing communication with colleagues throughout the organization to clarify procedures, obtain necessary information, and resolve

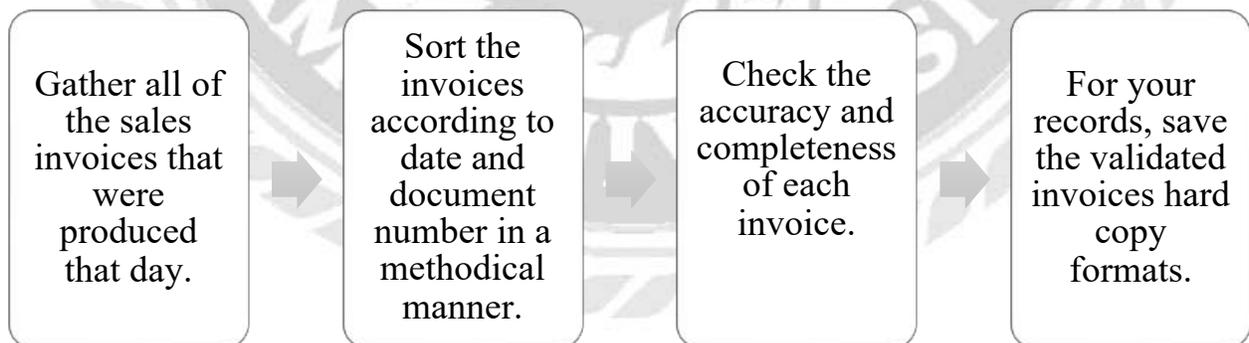
routine operational questions. These informal interactions taught me the importance of building professional relationships, maintaining respectful communication across organizational hierarchies, and developing networks that facilitate efficient problem-solving in daily work situations.

Through these diverse coordination activities, I developed essential workplace collaboration skills that complemented my technical finance and accounting competencies. These experiences demonstrated that professional success requires not only individual technical proficiency but also the ability to work effectively with colleagues, communicate clearly across functional boundaries, and contribute positively to team dynamics and organizational culture.

#### **4. Job Process Diagram:**

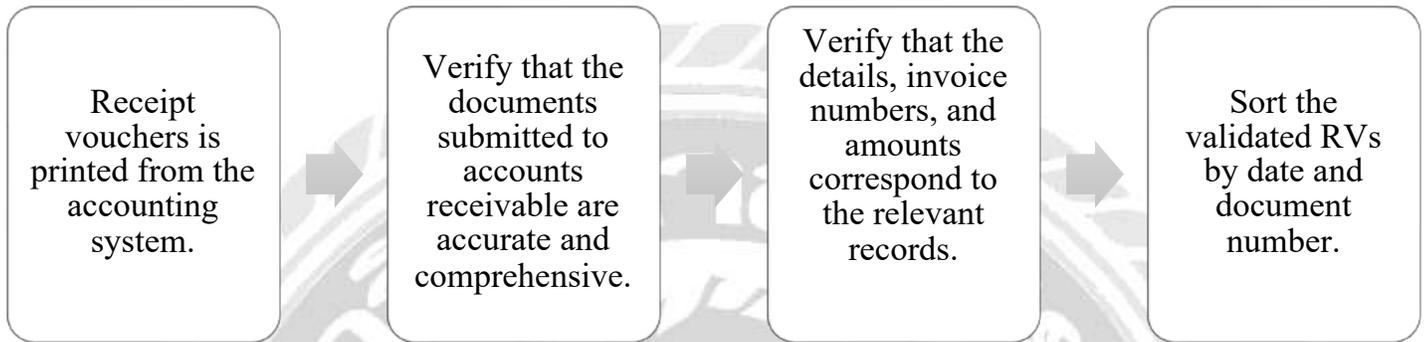
Throughout my 16-week internship at Digital Focus Co., Ltd., I developed systematic workflows for each major responsibility area. These standardized processes ensured consistency, accuracy, and efficiency in task completion while providing a framework that could be transferred to future interns or new accounting team members. The following section documents the key job processes that structured my daily, weekly, and periodic activities:

##### a) Arranging and Recording Sales Invoice



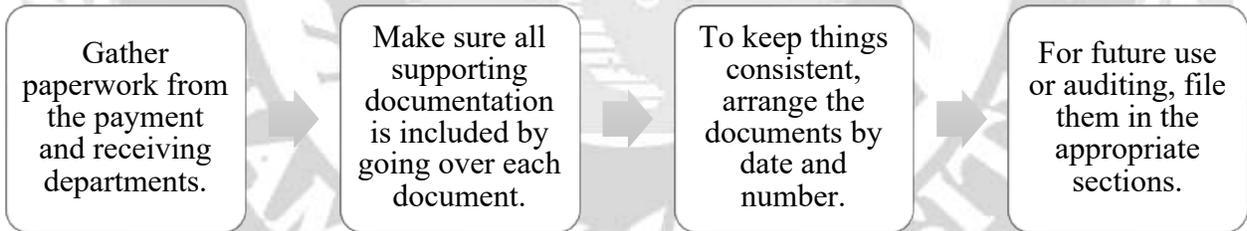
*Fig 27: Job process diagram for purchase invoice entry*

Printing and Verifying Receipt Vouchers



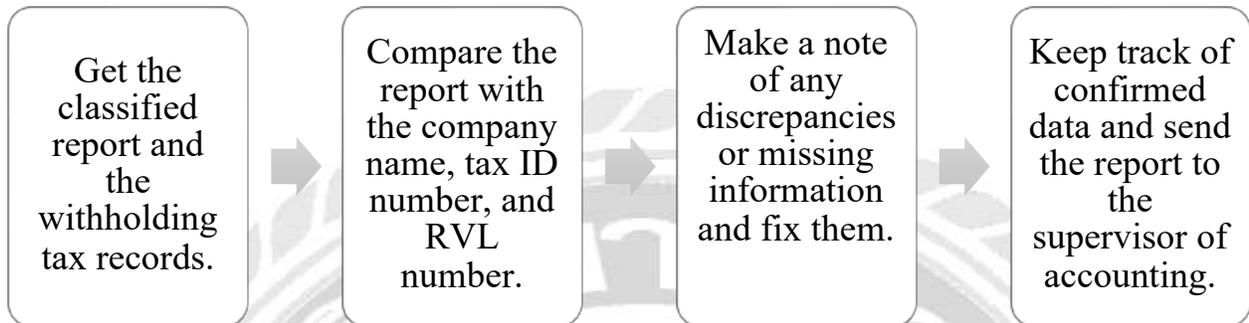
*Fig 28: Job process diagram for purchase invoice entry*

b) Filing Documents from Both Receiving and Paying sides



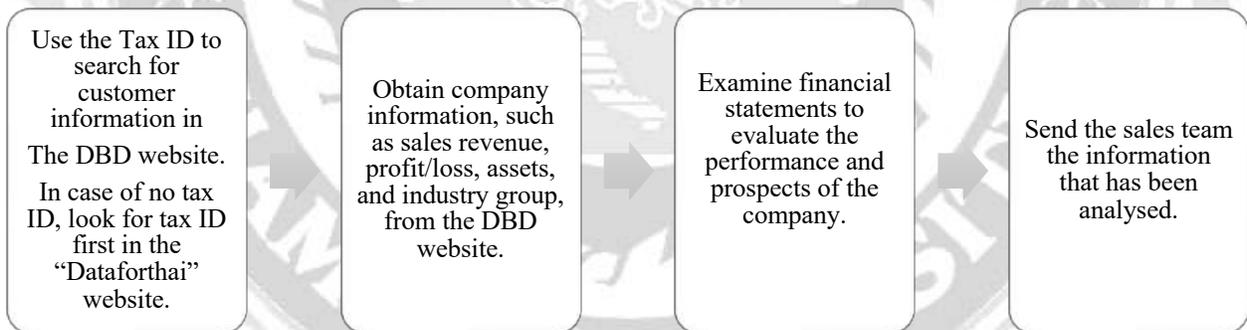
*Fig 29 Job process diagram for purchase invoice entry*

c) Verifying withholding tax documents against the classified report



*Fig 30: Job process diagram for purchase invoice entry*

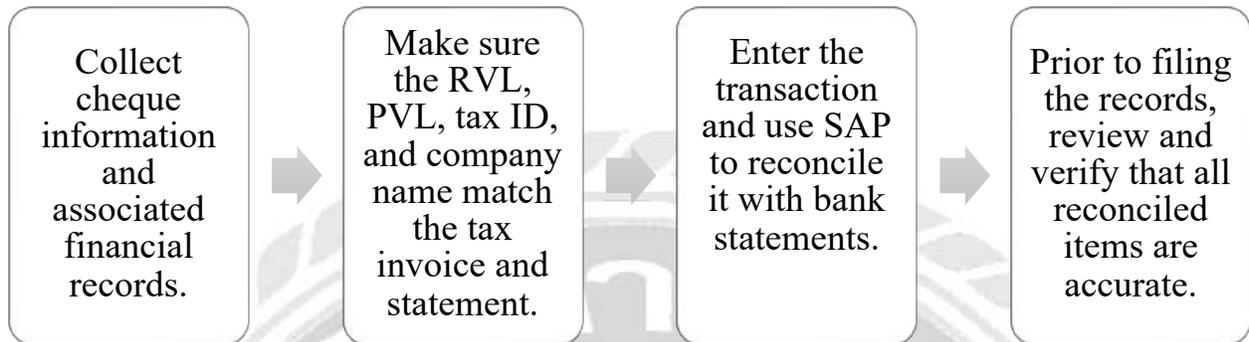
d) Financial information Retrieval Analysis



*Fig 31: Job process diagram for purchase invoice entry*

e) Passing check and reconciling in SAP

Fig 32: Job process diagram for purchase invoice entry



f) Asset count with accounting team

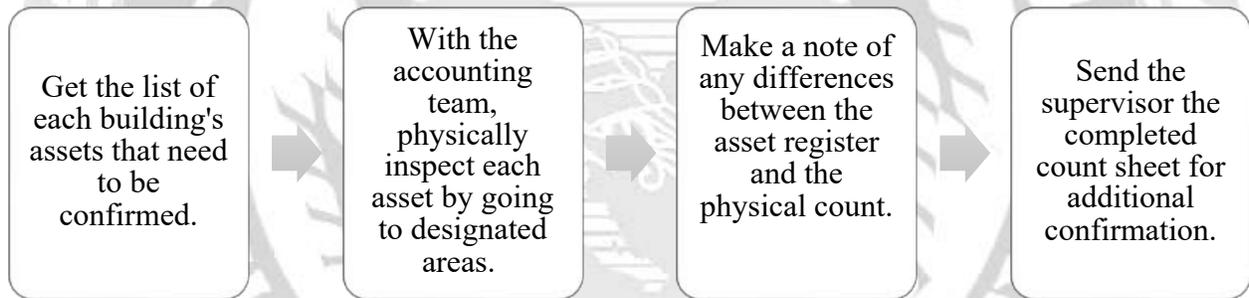


Fig 33: Job process diagram for purchase invoice entry

## 5. Contributions as a Co-op Student in the Company

As a cooperative education student at Digital Focus Co., Ltd., I made meaningful contributions that extended beyond routine task completion to include value-added improvements, process enhancements, and knowledge development that benefited both the organization and my professional growth. My contributions can be summarized in three major categories:

Operational Contributions to Financial Accuracy and Efficiency

My primary operational contribution involved supporting the Finance and Administration Department in maintaining accurate, well-organized financial records through systematic sorting, filing, and verification of invoices, receipts, tax documents, and payment records. By ensuring consistency between SAP system data and physical documentation, I enhanced the reliability of financial information used for management reporting, regulatory compliance, and strategic decision-making. My organized filing systems reduced document retrieval time, improved audit readiness, and supported efficient month-end closing processes.

#### Analytical Contributions Supporting Business Development

Through comprehensive financial analysis of customer and prospect data retrieved from the DBD database, I enhanced Digital Focus's customer information quality and provided actionable intelligence supporting sales operations. By analyzing financial health indicators for over 4,000 customer and prospect accounts, updating database records with current financial information including asset values, revenues, and profitability metrics, and identifying financially viable prospects for sales targeting, I contributed directly to revenue generation efforts and strategic customer relationship management. This analytical work demonstrated how financial analysis supports business development activities and creates value beyond traditional accounting functions.

#### Professional Development Contributions and Knowledge Transfer

My internship demonstrated the value of cooperative education programs in bridging academic learning with professional practice. By applying theoretical concepts from university finance and accounting courses to real-world business scenarios, I validated the relevance of academic curriculum while gaining practical competencies in SAP enterprise software, Thai tax regulations, internal control procedures, and professional communication. As my proficiency increased throughout the internship, I was able to work more independently, thereby reducing the supervisory burden on senior staff and enabling them to focus on more complex analytical and strategic responsibilities. This progression demonstrated effective knowledge transfer and illustrated how cooperative education students can contribute meaningfully to organizational operations while developing professionally valuable skills and competencies.

Overall, my internship at Digital Focus Co., Ltd. represented a mutually beneficial cooperative education experience. The organization gained dedicated support for critical financial operations, enhanced database quality, and fresh perspectives on processes and procedures. Simultaneously, I gained invaluable practical experience applying academic knowledge in a professional environment, developed technical proficiency with industry-standard financial systems, and acquired workplace competencies including teamwork, communication, time management, and professional discipline that will support my future career development in finance and investment fields.



## CHAPTER 3: LEARNING PROCESS

This chapter presents the learning outcomes derived from my cooperative education experience at Digital Focus Co., Ltd., with a particular focus on how organizational conditions, departmental processes, and internal control practices influenced my professional development. It begins by identifying the major operational and procedural challenges within the Finance and Accounting Department—challenges that affect the company’s workflow rather than personal difficulties. The chapter then explains how these problems were addressed through systematic problem-solving, teamwork, and the application of academic knowledge. In addition, it provides a review of relevant literature that helped guide the solutions applied during the internship. The later sections discuss improvements that could enhance accounting procedures, recommendations for the company, and an overview of the knowledge, skills, and real-world applications gained through the cooperative experience.

### 1. Challenges Encountered

During my internship at Digital Focus Co., Ltd., several organizational and procedural challenges within the Finance and Accounting Department became evident. These challenges reflect systemic issues faced by the company, rather than personal difficulties on my part. Each challenge directly affected the efficiency, accuracy, and overall workflow within the department and provided insight into the operational realities of financial management in a technology-focused organization.

#### A. System Inconsistencies and Limitations

One of the most significant challenges observed during the internship was the inconsistency between SAP records and the physical documents stored in the accounting department. Although SAP is intended to centralize and standardize financial data, discrepancies frequently occurred because different departments entered information at different times, and occasionally with incomplete details. For example, SAP records sometimes displayed receipt vouchers (RVLs) that did not exist physically, or physical documents were found without matching SAP entries. Tax IDs were occasionally incorrect or missing, cheque descriptions did not always match the voucher details, and certain PVL numbers were duplicated or entered with incomplete information. These system-related inconsistencies created delays in reconciliation and made it difficult for the finance team to maintain accurate internal control records. Furthermore, because interns have restricted

access in SAP, resolving errors required coordination with supervisors or full-time staff, which slowed down the correction process and added extra steps to routine tasks.

#### B. Overwhelming Volume of Paper-Based Documentation

Another major challenge in the department was the heavy reliance on physical paperwork, despite the company being part of the digital technology industry. Hundreds of documents—including sales invoices, tax forms, payment vouchers, and receipt vouchers—arrived daily, and each required proper classification, labeling, and filing. This high volume of documents resulted in congested filing spaces, increased difficulty in retrieving files during audits, and a higher likelihood of misplacement or duplication. Many documents arrived from different departments without consistent formatting or numbering, which required additional time to sort and organize. The manual nature of this filing system made the workflow slower, and when combined with multiple daily and weekly tasks, the volume sometimes became overwhelming for the team. These Challenges highlighted the limitations of relying solely on paper documentation in a company with growing transaction volumes.

#### C. Difficulties Accessing Complete Customer Financial Data

The company heavily depends on online databases such as DBD and DataForThai to collect customer financial information for analysis and classification. However, these databases often presented limitations that affected the reliability of the financial evaluations. Many small and medium-sized enterprises (SMEs) had outdated financial statements, incomplete tax data, or missing annual revenue figures. In addition, the DBD website occasionally became slow or crashed, particularly during peak hours, which caused delays in accessing financial records needed for sales support or internal analysis. These inconsistencies made it difficult to assess customer stability accurately and often required cross-checking information across multiple platforms. As a result, obtaining precise financial data was more time-consuming and less efficient, affecting the ability of the sales team to follow up on leads.

#### D. Communication Gaps Between Departments

A persistent issue within the company was the lack of seamless communication between the Finance and Accounting Department and other departments such as Sales and Administration. The accounting processes depend heavily on timely document submissions, yet invoices, PVLs, RVLs, and withholding tax forms often arrived late or incomplete. Some documents lacked necessary attachments, signatures, or supporting evidence, requiring repeated follow-ups and delaying the

overall workflow. Instructions or corrections were sometimes communicated verbally rather than through structured channels, increasing the risk of misunderstandings or incomplete actions. These communication gaps caused delays in month-end closing, increased the workload on the accounting team, and affected the accuracy of financial records.

#### E. Overlapping Workload and Time-Sensitive Processes

Finally, the Finance and Accounting Department faced challenges due to overlapping responsibilities and time-sensitive tasks. The team had to manage daily document processing, weekly tax verification, monthly SAP reconciliation, and preparations for audits or asset counts, often all at once. During peak periods such as month-end closing, the workload increased significantly, leading to bottlenecks and delays. The reliance on manual processes further intensified the pressure on staff and made time management more challenging across the department. These conditions demonstrated the need for improved workflow planning and greater automation within the financial processes.

## **2. Solving Problems**

Addressing the challenges observed in the Finance and Accounting Department required the use of systematic approaches, communication strategies, and theoretical knowledge gained from academic learning. Rather than solving problems on an individual basis, the solutions involved understanding the structure of the company, identifying the source of the issues, and applying methods that aligned with established accounting principles and internal control frameworks. Many of the issues—such as inconsistent SAP data, delayed document submissions, and incomplete information—were solved through careful cross-checking, structured communication with relevant departments, and the use of standardized procedures. Working closely with supervisors also ensured that each issue was resolved in a manner consistent with the company's internal control policies and financial regulations. Through this process, I learned how corporate accounting departments manage operational challenges and maintain accuracy despite high workloads and structural limitations

The process of solving accounting and financial challenges was guided and strengthened by theories from academic literature. One important theoretical framework relevant to my internship experience was the COSO Internal Control Model, which emphasizes the importance of risk assessment, accurate documentation, and strong control activities in maintaining reliable financial reporting. The inconsistencies between SAP data and physical documents directly related to the COSO principle of ensuring that all financial information is accurate, verifiable, and properly monitored. Understanding this model helped clarify why reconciliation activities, document verification, and audit preparation are essential elements of internal control.

The theories from Accounting Information Systems (AIS) were equally relevant, especially in understanding how SAP functions as a central financial database. AIS literature explains that the accuracy of any system depends entirely on the accuracy of the data entered. This reinforced the understanding that delays or incomplete entries from other departments could create system-wide inconsistencies, and it highlighted the importance of coordinated workflow and reliable data input.

Financial documentation and auditing principles also played a critical role in shaping the approach to problem-solving. These theories emphasize that every transaction should be traceable, verifiable, and supported by proper documentation. This theoretical background guided the methods used when organizing documents, cross-checking voucher numbers, and ensuring proper filing for audit readiness.

Finally, communication and organizational behavior theories were essential in addressing interdepartmental challenges. These theories emphasize that effective communication reduces operational delays and that teamwork strengthens overall organizational efficiency. Understanding these concepts helped me engage more effectively with colleagues in sales, administration, and accounting, ensuring that document submissions and clarifications were handled with clarity and professionalism.

### **3. Recommendations to the Company**

Based on the operational challenges observed during my internship, several recommendations can help improve workflow efficiency and strengthen internal processes within the Finance and Accounting Department. One of the most important improvements the company can make is to

enhance the accuracy and timeliness of SAP data entry across all departments. Establishing standardized data entry procedures, introducing mandatory verification steps, and providing regular training sessions for staff would significantly reduce inconsistencies between SAP records and physical documents. Additionally, the company would benefit from adopting a more integrated digital filing system. Although physical documents are still necessary, introducing digital document archives and shared folders would improve accessibility, reduce storage congestion, and minimize the risk of lost paperwork. Strengthening interdepartmental communication is also essential. Creating formal document submission schedules, assigning clear responsibilities, and using shared dashboards or internal communication platforms would help ensure that necessary documents are submitted completely and on time. Finally, improving workload distribution during peak periods, especially month-end, by either allocating temporary support or automating repetitive tasks, would help reduce pressure on the accounting team and improve overall productivity.

#### **4. What I Have Learned During the Internship at Digital Focus**

My cooperative education experience was extremely valuable and allowed me to gain knowledge far beyond what I expected. I learned:

##### **A. How a Real-World Finance Department Operates**

I learned how financial data flows between sales, admin, accounts receivable, accounts payable, and the finance department. I observed how each task — even something as small as a missing invoice — affects the entire financial reporting cycle.

##### **B. The Importance of Accuracy and Documentation**

Accounting is built on accuracy. Even one incorrect number can affect:

Bank reconciliation

VAT calculations

Audit trails

Monthly financial closing

This made me develop a strong habit of double-checking every detail.

### C. How to Prioritize Tasks Under Pressure

During month-end closing, I learned how to identify tasks that were:

Urgent

Important

Time-sensitive

Dependent on other departments

This improved my organizational efficiency.

### D. Professional Workplace Behavior

I learned how to:

Communicate formally

Work independently

Follow instructions

Ask questions politely

Manage responsibilities

These habits strengthened my confidence.

## 5. How I Applied Knowledge From Classroom to the Workplace

The theoretical lessons from Siam University helped me perform my tasks efficiently:

Principles of Accounting

Used in:

Understanding vouchers

Matching invoices

Confirming ledger entries

Recognizing financial discrepancies

Financial Statement Analysis

Used when analyzing:

Revenue

Assets

Profit/loss

Liquidity

This supported sales team decision-making.

Taxation

Applied during:

Withholding tax verification

PND document checking

Ensuring compliance with Thai Revenue Department rules

Management and Business Communication

Helped me:

Prepare reports

Write professional messages

Coordinate across departments

Present findings clearly

## **6. Special Skills and New Knowledge I Gained**

Throughout my internship, I developed a wide range of skills essential for my future career.

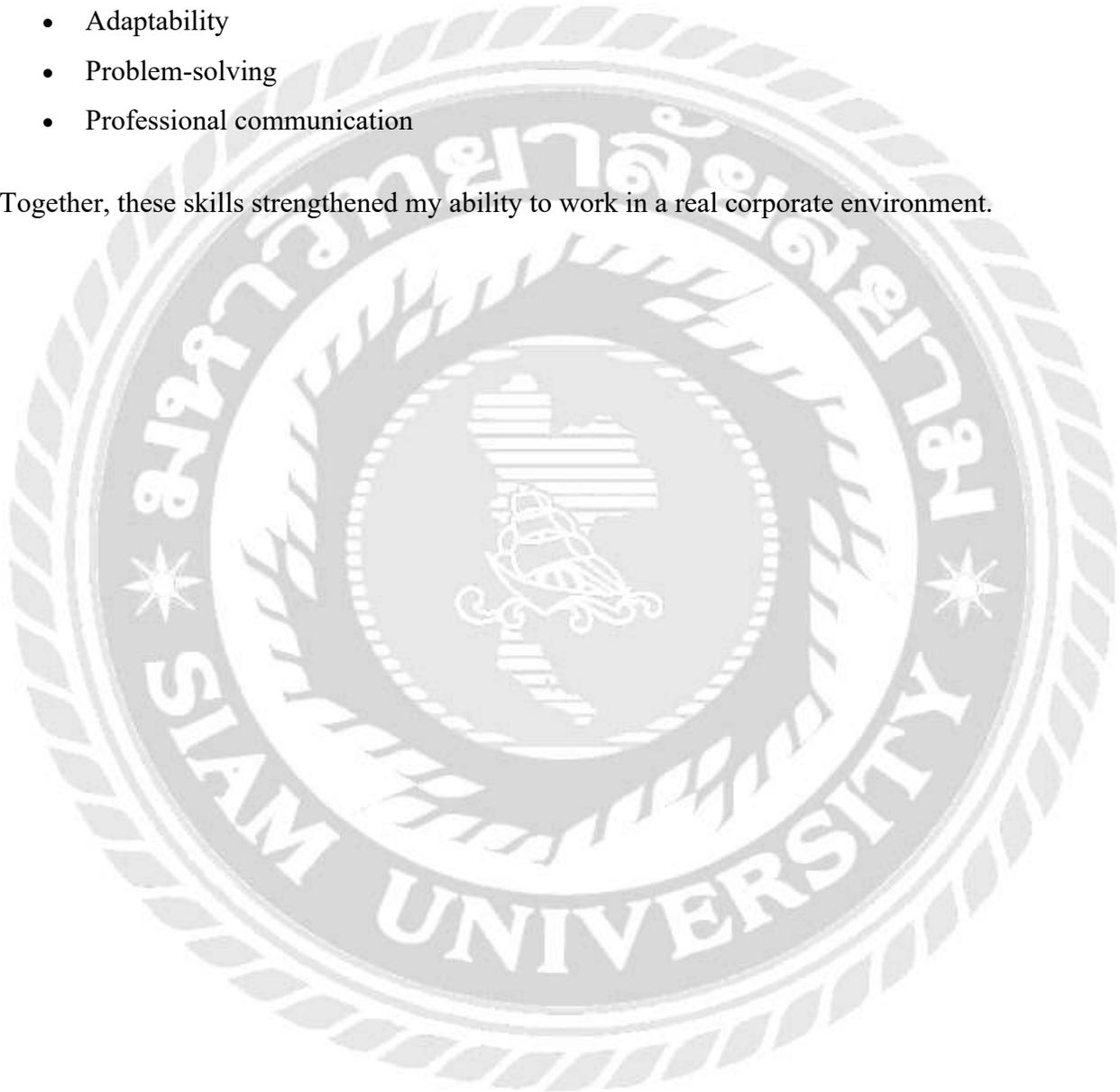
Technical Skills

- SAP reconciliation
- Tax document verification
- Customer financial analysis
- Document filing and audit preparation
- Asset counting
- Understanding internal controls

## Soft Skills

- Accuracy
- Time management
- Teamwork
- Adaptability
- Problem-solving
- Professional communication

Together, these skills strengthened my ability to work in a real corporate environment.



## **CHAPTER 4: CONCLUSION**

This chapter presents a comprehensive conclusion to my Internship experience by summarizing the key highlights and accomplishments achieved during my placement at the company. It provides an overall evaluation of my work experience through a self-assessment of the skills developed, the contributions made, and the impact of this internship on my professional growth, career goals, and personal development. Additionally, this chapter discusses the limitations encountered throughout the Internship period, including challenges that affected the scope of learning or work performance. Finally, it offers constructive recommendations for the company, focusing on improvements to the internship program, work processes, and areas that could enhance future students' learning experiences. Through these reflections, this chapter aims to encapsulate both the value and the insights gained from the internship studies.

### **1. Summary Highlights**

During my cooperative education experience at Digital Focus Co., Ltd., I gained extensive practical knowledge that significantly enhanced my understanding of accounting and financial processes. I learned how financial documentation flows through various departments, and how accuracy, timeliness, and internal control practices contribute to the overall operational efficiency of the organization.

I learned the importance of maintaining clear and organized documentation, especially for tasks such as SAP reconciliation, voucher verification, withholding tax checking, and audit preparation. Through daily and weekly tasks, I gained practical experience in handling invoices, RVLs, PVLs, PND forms, and other essential financial documents. This helped me develop stronger discipline, attention to detail, and the ability to review and classify large volumes of records efficiently.

Moreover, I gained valuable insight into how cross-departmental coordination influences accounting accuracy. Communicating with sales, admin, and accounting teams taught me how essential collaboration is for solving discrepancies, retrieving missing documents, and completing month-end and year-end tasks.

Overall, I gained both technical and personal development through hands-on experience in a professional environment.

## Knowledge Gained from Coursework and Applied in the Real-World Situation

The academic foundation from Siam University played a crucial role in helping me perform my responsibilities effectively. Several subjects provided direct support to my daily work:

### 1. Principles of Accounting

This subject helped me understand fundamental accounting processes, including recording methods, voucher structures, and reconciliation approaches. I applied these concepts while checking RVLs/PVLs, tax documents, and SAP entries.

### 2. Financial Statement Analysis

This knowledge supported my role in analyzing customer financial information using DBD and DataForThai. Understanding financial ratios and interpreting profit/loss, assets, and revenue allowed me to evaluate customer stability accurately.

### 3. Taxation

This was especially important when reviewing withholding tax documents (PND forms) and verifying compliance with Thai Revenue Department regulations. It helped me understand the purpose of each tax document and identify inconsistencies.

### 4. Business Communication

This course helped me communicate professionally with supervisors and coworkers. It improved my ability to write reports, ask for clarification, and coordinate with different departments efficiently.

### 5. Management and Organizational Behavior

This knowledge helped me understand organizational workflow, hierarchy, and the role of internal controls. It guided my approach when working in teams, respecting processes, and dealing with overlapping responsibilities.

Through my internship, classroom knowledge was translated into practical experience, which strengthened my understanding and enhanced my competence

## **2. Self-Assessment as a Professional**

The internship experience allowed me to evaluate my strengths, weaknesses, and overall readiness for a professional career. I gained confidence in performing accounting tasks independently and demonstrated the ability to manage repetitive and detail-oriented responsibilities accurately.

I learned to work under pressure, especially during busy periods such as month-end closing. My time management skills improved as I balanced everyday document processing with more complex tasks like tax verification and customer financial analysis.

On a personal level, I enhanced my communication skills by interacting with colleagues, supervisors, and members of other departments. I also learned how to receive feedback positively and use it for improvement. I became more disciplined, responsible, and organized, which I believe are essential traits for a finance or accounting professional.

This self-assessment has shown me that I am capable of working in a structured corporate environment and can adapt to new responsibilities with dedication and professionalism.

### **Benefits From the Internship for My Future Career**

This cooperative education program provided numerous benefits that will support my long-term career aspirations in finance and accounting:

#### **1. Practical Experience**

I developed real-world skills in document verification, SAP reconciliation, tax checking, financial analysis, and audit preparation. These skills will be directly useful in future accounting roles.

#### **2. Understanding of Corporate Financial Systems**

Learning how SAP, DBD, and internal control systems work has prepared me to adapt quickly to similar environments in future organizations.

#### **3. Professional Growth**

I improved essential soft skills such as teamwork, communication, time management, and problem-solving. These will help me excel in any professional setting.

#### **4. Career Direction**

The internship helped me understand which areas of finance interest me most — such as financial analysis and accounting operations. This clarity will guide my career planning and future educational choices.

#### **5. Increased Employability**

Having real corporate experience adds significant value to my resume and enhances my readiness for full-time employment after graduation.

Overall, this internship strengthened both my technical and interpersonal abilities, helping me build a strong foundation for future career success.

### **3. Limitations of the Co-op Studies**

Even though there were some drawbacks, the internship proved to be very rewarding.

**Short Period of Internship:** I was part of the running projects but could not see the entire annual financial cycle.

**Limited Knowledge of Strategic Finance:** My job was mostly operational and so, I had limited exposure to strategic financial planning and analysis.

However, the overall experience was very powerful and supportive for the further professional development.

#### **4. Recommendations for the Company**

Among my suggestions based on my experience are the following improvements for future co-op students:

**Pre-Internship Orientation:** To speed up the process of students getting used to their workplace, universities could arrange workshops on software like SAP or Excel-based reconciliation.

**Frequent Coordination between the University and the Company:** By regular meetings between the company supervisors and the university advisors the learning objectives of the internship can be upheld.

**Promoting Reflective Journals:** The students would not only be able to monitor their progress but also to detect the areas where they need improvement if they composed short weekly reflections.

**Extended Internship Period:** If the internship is slightly longer the students might have the opportunity to witness the financial reporting procedures that take place at the end of the quarter or at the end of the year.

#### **Final Conclusion**

Reflecting on my experience with co-op education, I can proudly say it was my internship at Digital Focus Co., Ltd. that changed my life. I managed to get better and broader knowledge of

accounting systems, to apply what I had learned in the class to the actual financial operations, and to appreciate accuracy, openness, and honesty in the field of corporate finance.

I enjoyed the technical and personal growth due to the supportive environment and professional mentoring.

### My Co-op Presentation

**Company Profile**

- Established in 2002, headquartered in Bangkok
- Specializes in AI-IoT, security, and smart-building solutions
- Provides import, design, and installation services
- Serves smart homes, cities, and industrial systems
- Certified ISO 9001:2015 and ASEAN Business Award winner

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### Key Skills and Learning Outcomes



#### Document Management

Better organisational and document management abilities.



#### SAP Reconciliation

A better understanding of SAP reconciliation.



#### Tax Documentation

tax documentation (managing documents)



#### Teamwork & Attention to Detail

Enhanced teamwork and accuracy in accounting

## Special Tools Learned



- SAP – reconciliation
- DBD website – client financial data
- Excel – data organization

ues

### Difficulty in research due to languages barrier

- Verified using different AI tools, Translation apps and even my supervisor when needed

## Images



*Introducing the company to the juniors*



*Presentation at the company*

## My Roles and Responsibilities



- Sorting and Filing Sales Invoices
- Printing and Verifying RVs (Receipt Vouchers)
- Filing Accounting Documents



- Verifying Withholding Tax Documents
- Passing Checks and Reconciliation in SAP
- Asset Count Activities



- Customer Financial Data Analysis

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## Appendices

### Appendix A: Weekly Log

Name of the Student: Suhana Dahal

Name of the Organization: Digital Focus

Name of the Organization's Supervisor

Date: June 23- Decemeber 23

#### Week 1 (June 23 - June 27)

Monday	Tuesday	Wednesday	Thursday	Friday
Weekly meeting Office tour	Finance Section Tour, Learnt to do reconcile	Shopee Live selling, Sort sales invoices and file them	Financial Analysis	Financial Analysis

#### Week 2 (June 30 – July 4)

Monday	Tuesday	Wednesday	Thursday	Friday
Financial Analysis	Learnt about Price Lisiting	Financial Analysis	Learnt about landed cost.	Tax documentation

#### Week 3 (July 7- July 11)

Monday	Tuesday	Wednesday	Thursday	Friday
Learnt and practiced debt installement	Documentation	Documentation	Holiday (Asalha Bucha Day)	Print RVs and verify the accuracy

#### Week 4 (July 14 – July 18)

Monday	Tuesday	Wednesday	Thursday	Friday
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Weekly meeting Intern Presentation	Sort sales invoices and file them	Print RVs and verify the accuracy	Verify withholding tax documents against the classified report	Verify withholding tax documents against the classified report
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Week 5 (July 21- July 25)

Monday	Tuesday	Wednesday	Thursday	Friday
Weekly meeting Sort sales invoices and file them	Documentation	Sick leave	Documentation Sort sales invoices and file them File documents	Print RVs and verify the accuracy

Week 6 (July 28 – Aug 1)

Monday	Tuesday	Wednesday	Thursday	Friday
Holiday (Birthday of King Maha Vajiralongkorn)	Financial Information Retrieval and Analysis	Financial Information Retrieval and Analysis	Verify withholding tax documents against the classified report	Print RVs and verify the accuracy Sort sales invoices and file them File documents

Week 7 (Aug 4- Aug 8)

Monday	Tuesday	Wednesday	Thursday	Friday
Weekly meeting Sort sales invoices and file them	Print RVs and verify the accuracy File documents	Sort sales invoices and file them File documents	Verify withholding tax documents against the classified report	Documentation

Week 8 (Aug 11- Aug 15)

Monday	Tuesday	Wednesday	Thursday	Friday
Documentation Verify withholding tax documents against the classified report	Holiday (H.M. Queen Sirkit The Queen Mother's Birthday)	Financial Information Retrieval and Analysis	Financial Information Retrieval and Analysis	Financial Information Retrieval and Analysis

Week 9 (Aug 18 - Aug 22)

Monday	Tuesday	Wednesday	Thursday	Friday
Sick leave	Documentation	Sick leave	Verify withholding tax documents against the classified report	Sort sales invoices and file them File documents

Week 10 (Aug 25 – Aug 29)

Monday	Tuesday	Wednesday	Thursday	Friday
Print RVs and verify the accuracy Sort sales invoices and file them File documents	Verify withholding tax documents against the classified report	Print RVs and verify the accuracy Sort sales invoices and file them File documents	Documentation	Documentation

Week 11 (Sep1 – Sep 5)

Monday	Tuesday	Wednesday	Thursday	Friday
Weekly meeting	Verify withholding tax	Financial Information	Financial Information	Financial Information

Documentation	documents against the classified report	Retrieval and Analysis	Retrieval and Analysis	Retrieval and Analysis
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Week 12 (Sep 8 – Sep 12)

Monday	Tuesday	Wednesday	Thursday	Friday
Weekly meeting Print and verify RVs	Arranging and Recording Sales Invoices	Verify withholding tax documents against the classified report	Sick leave	Print RVs and verify the accuracy, Sort sales invoices and file them, File documents

Week 13 (Sep 15 – Sep 19)

Monday	Tuesday	Wednesday	Thursday	Friday
Verifying withholding Tax Documents Against the classified Report	Sort sales invoices and file them	Passing checks and reconciling in SAP	Filing Documents	Filing Documents

Week 14 (Sep 22- Sep 26)

Monday	Tuesday	Wednesday	Thursday	Friday
Weekly meeting Documentation	Asset Count with the Accounting Team	Sort sales invoices and file them Verify withholding tax	Asset Count with the Accounting Team	Documentation

		documents against the classified report		
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Week 15 (Sep 29 – Oct 3)

Monday	Tuesday	Wednesday	Thursday	Friday
Personal leave				

Week 16 (Oct 6 – Oct 10)

Monday	Tuesday	Wednesday	Thursday	Friday
Personal leave	Documentation	Documentation Verify withholding tax documents against the classified report	Documentation, Sort invoices	Documentation, Intern Presentation Preparation.

Week 17 (Oct 13- Oct 17)

Monday	Tuesday	Wednesday	Thursday	Friday
Holiday (H.M. King Bhumibol Adulyadej The Great Memorial Day)	Report, Print RVs and verify the accuracy Managed Documents	Documentation, Asset Count with the Accounting Team	Documentation, Tax document verification, Checked withholding tax documents	Checked withholding tax documents, Documentation

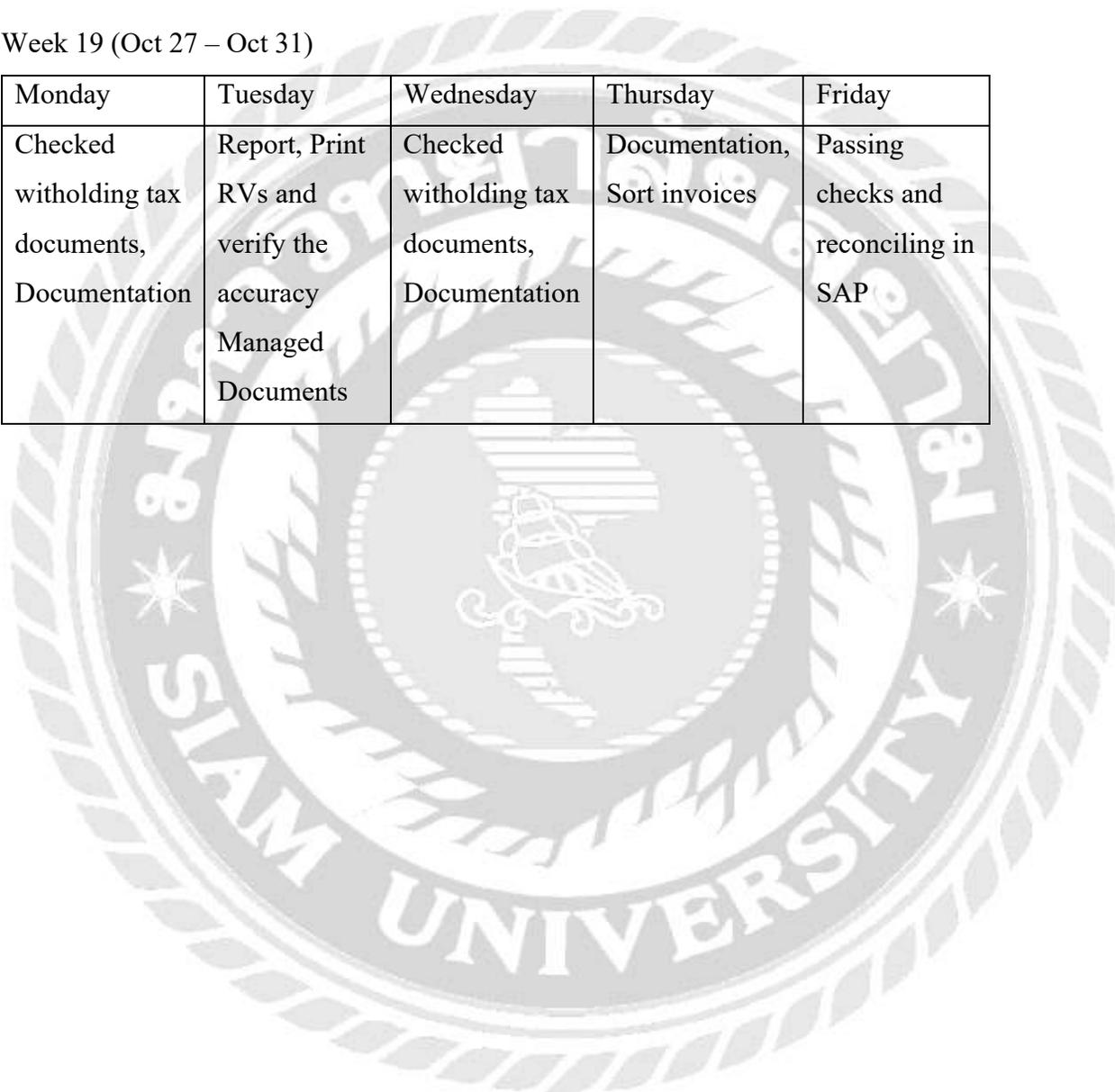
Week 18 (Oct 20- Oct 24)

Monday	Tuesday	Wednesday	Thursday	Friday
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Personal leave (Visa extension leave)	Checked withholding tax documents, Documentation	Documentation	Public holiday (Chulalongkorn Memorial Day)	Sick leave
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Week 19 (Oct 27 – Oct 31)

Monday	Tuesday	Wednesday	Thursday	Friday
Checked withholding tax documents, Documentation	Report, Print RVs and verify the accuracy Managed Documents	Checked withholding tax documents, Documentation	Documentation, Sort invoices	Passing checks and reconciling in SAP



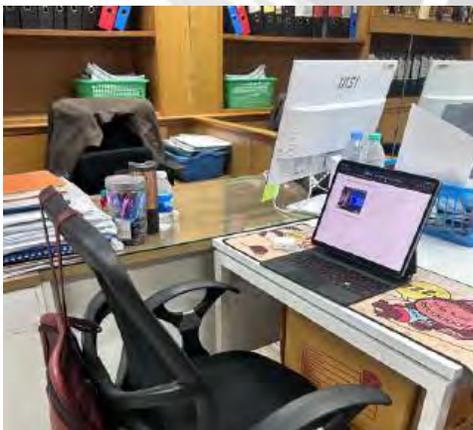
Appendix B: Some Pictures



*Figure 34: Introducing the company to the juniors*



*Figure 35: Presentation at the company*



*Figure 36: My work space*



*Figure 37: Working*



*Figure 38: Accounting Department*