

**Partners**

Brent Gamble CA  
 Gayle Walton CA  
 Brad Velie CA  
 Rachel van Tamelen CA

**Associates**

Ken Burdeyney CA  
 Eric Jaschke CA  
 Lynn Haunholter CGA

**Accounting Staff**

Lynn Moulun CA  
 Robert Hoy CA  
 Crystal Millar CGA  
 Janelle Dubois  
 Stephanie Bacon

**Computer Services Specialist**

Marta Nettelfield

**Administration**

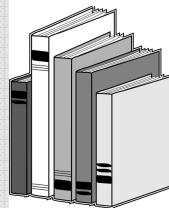
Sylvia Weston  
 Fay Jonson  
 Melody Laurin  
 Leah Davidge



Congratulations to Steve Jackson and Lynn Moulun, CA on the birth of their son and new baby brother for Alexis. Kane Steven Jackson was born early on June 23rd and weighed 5.9 lbs.



PeaceFest 2011 was the wettest on record, but the rain did not deter staff and spouses from volunteering once again. We have occasionally been called upon to mediate a minor quibble over ticket payments, but in keeping with tradition, most of the many man-hours served at the Festival are devoted to doing what we enjoy—counting the money!



Janelle Dubois and Crystal Millar took time out of their busy day to volunteer at the new Library in Peace River. Books were placed on the new shelving units found in the recently renovated facility. Both of them enjoyed volunteering and the gratifying feeling they experience when assisting in the community.



Rain was a major factor in the annual CA Golf Tournament held in June. The event booked at the Mighty Peace Golf Course was cancelled but staff attended the clubhouse for a great BBQ and get-together. An alternate date was chosen near the end of summer for the best ball tournament and held at the Heart River course.

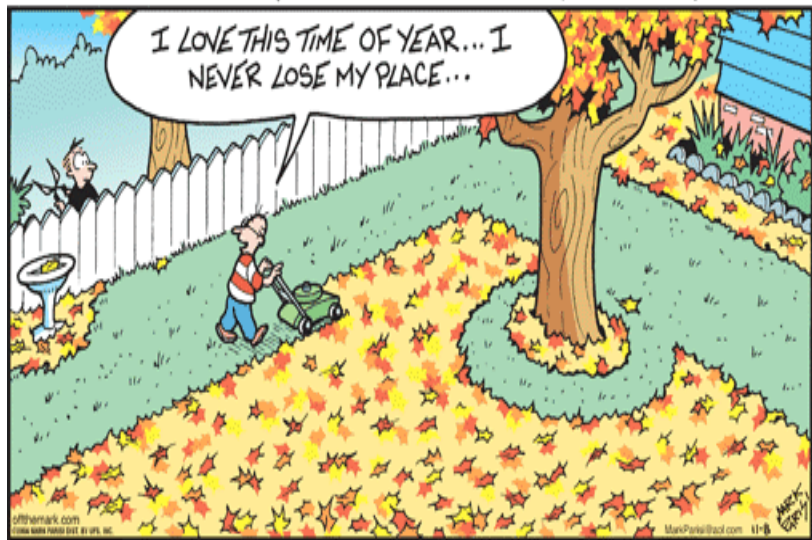
**DEFINITION OF ACCOUNTING TERMS**

Adjusting entries: Journal entries performed by the external accountant at year end to adjust/correct journal entries made during the year and record year end entries such as income taxes and amortization.



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## Congratulations to Crystal D. Millar, CGA

Friends are the sunshine of life.— John Hay

The partners and staff of InVision Chartered Accountants are excited to congratulate Crystal D. Millar, CGA on passing her final exam and successfully obtaining her Certified General Account designation.

*‘Success is to be measured not so much by the position that one has reached in life as by the obstacles which one has overcome while trying to succeed.’*

**Booker T. Washington**

“I always knew I wanted to be an accountant however I never realized the work, effort and time commitment that would be needed to reach that final goal. The doubt becomes so strong that you wonder if you made

the right choice to continue in your career.



“Over the past few years of working towards my CGA designation, I realized how capable I was not only in

the academic world but in other areas of life. Achieving my CGA is a gratifying reward and something I will be proud of for the rest of my life. When I look back on my academic career my persistence to not give up will give me the tools to be more successful in the future.”

When asked what her future plans were now that she has achieved this goal in life, Crystal responded by saying,

“As I have finished one aspect of my learning career, I look forward to the future of continuing to develop and apply my knowledge in all aspects of my life. It has been an overwhelming sense of relief to be able to take time for the little things in life and not be concerned with a looming assignment deadline.”

### Has Customer Service Changed?

The transactions completed between customers and front-line staff are not just face-to-face any more.

The process may be:

- 1) over the **phone**,
- 2) through the company **website**,
- 3) by **e-mail or text messaging**
- 4) **self-service** options with no contact by an employee of the business.

Additional service delivery options can give the potential for increased customer dissatisfaction, but they don't have to.

When a client **phones** a business, the call should be answered within two rings. The respondent should have a “smile” in their tone. To achieve this, have a picture of a happy face posted at your telephone or a small mirror to reflect your smile when you answer.

Contacts through the company **website** should be handled on a regular basis every day. The ideal method would be

to have one employee dedicated to this type of electronic communication. If this isn't possible, have one person in the firm record the inquiries and allocate the request to the appropriate person.

**Email and text messaging** have become very popular ways of corresponding with clients. For many clients, this may be their preferred method of communication. For others, that may not be so. Consideration must be given to the client's preferred method of communication. Emailing and texting communication should not entirely replace face-to-face or voice-to-voice communication. Emailing and texting are great customer service tools. Having a clear policy in place for your staff and emailing/texting activity will prevent frustration for them and for your clients.

**Self-service** options are very new and typically only available at major box stores and banks. It has been found to be easy to perform small transactions in this manner. Major projects are still best handled face-to-face.

So, has customer service changed? Not really. Although there are different ways to be contacted by customers, the rules of good customer service remain the same.

*“If you **are not** happy with our service, please tell us. If you **are** happy, please tell others.”*



An Opinion

## SCANNING DOCUMENTS IN PDF FORMAT TO BE EMAILED

With access to free software and a few pieces of hardware, it is now easier to send large documents by email.

### What you need:

- Computer
- Adobe Acrobat (Free Software)
- Scanner or Printer with "Scan" function capability
- Email Account
- Documents to be Scanned

### Before getting started:

- Have all hardware set up and turned on
- Have all software to operate the computer and scanner downloaded and Pre-sets or Options selected
- Have an active email account
- Have all documents being scanned arranged in the order they should appear in the new file



### How to scan:

- Place the documents to be scanned in your scanner
- Open Adobe Acrobat, choosing one of the following paths by selecting the corresponding tabs in the toolbar:
  1. File>Create PDF>From Scanner>Black & White Document
  2. Create>PDF From Scanner>Black & White Document

### 3. Document>Scan to PDF>Black & White Document

- Scanner begins to feed documents which then appear in Adobe as a document named "Untitled.PDF"
- Name the document by selecting File>Save As
- The "Save As" dialogue box opens
- Choose the path and the new file name to save scanned document as a PDF file

### How to email scanned PDF file:

- Open Adobe Acrobat (if not already using this program)
- Choose File>Open. The "Open" dialogue box comes up. Browse through the documents until you find the scanned document being emailed. Double click to open the document
- Once in the document, choose File>Attach to Email from the Toolbar
- Another window should open with a blank email message format
- The email has a box named "Attached" under the "Subject" box
- In the text box for Attached should be the name of the scanned PDF file you are sending
- Address your email to the recipients of this document
- Press send

### Tips:

- A scanned document can be a single page, multiple pages scanned into a single file or multiple pages scanned into multiple files. When creating a single file, remember to keep the file size reasonable in order to make the emailing process faster.
- Staff at InVision Chartered Accountants use the Fujitsu ScanSnap and the Kodak ScanMate. Both are compatible with the Microsoft Operating System. The Fujitsu scanner is also compatible with Mac.



POLITENESS GOES FAR, YET COSTS NOTHING.

- Lucius Annaeus Seneca

*"To know where you can find a thing is the chief part of learning."* Unknown

## Canadian Association of Family Enterprise (CAFÉ)

The Canadian Association of Family Enterprise (CAFE) is a national not-for-profit organization established in 1983 with the mandate to promote the well-being, understanding and success of families in business. In their quest to fulfill their mandate, it is not about the giving of advice, but in the sharing of knowledge

and experiences - CAFE is where Canadian family businesses connect with peers and resources for success.

CAFÉ Edmonton would like to offer access to CAFÉ programming and increase membership in the Peace region. In conjunction with member Parma Ventures Inc., they are offering a no obligation information presentation.

[www.cafecanada.ca](http://www.cafecanada.ca)

WHO: CAFÉ Edmonton  
c/o Parma Ventures Inc.

WHAT: CAFÉ Edmonton Programming  
and Membership Presentation

WHEN: Wednesday, October 5, 2011  
7:00—9:00 P.M.

WHERE: Peace Room, Sawridge Inn  
Peace River, Alberta

RSVP: Mike or Wendy Parkin  
780-624-2163

### TAXPAYER RELIEF MEASURES

Recently the Minister of National Revenue, the Honourable Gail Shea, commented in a news release that the Canada Revenue Agency (CRA) has taxpayer relief measures available to Canadians affected by natural disasters.



According to the news release published September 1, 2011, "a taxpayer can apply to the CRA to have interest and/or penalties waived or cancelled in situations where they are unable to file a tax return and/or make a payment on time due to a natural disaster or other extraordinary circumstances beyond their control". Affected taxpayers can access additional information on the CRA website at [http://www.cra-arc.gc.ca/gncy/prgrms\\_srvcs/txpyrriif/menu-eng.html](http://www.cra-arc.gc.ca/gncy/prgrms_srvcs/txpyrriif/menu-eng.html). Business owners and self-employed individuals can call their accountant for additional direction.

### BEWARE OF "PHISHING" SCAMS AND E-MAILS

A common catch today is the unsuspecting individual who gets hooked by an email or phone call requesting personal information including social insurance numbers, credit card, bank account and passport numbers.

Visit the Canada Revenue Agency website for information on how to verify the authenticity of a CRA telephone number at <http://www.cra-arc.gc.ca/cntct/phn-eng.html>.

The Canada Revenue Agency has published general guidelines to help prevent taxpayers from releasing this information. According to these guidelines, the CRA does NOT do the following:

- The CRA will not request personal information of any kind from a taxpayer by email.
- The CRA will not divulge taxpayer information to another person unless formal authorization is provided by the taxpayer.
- The CRA will not leave any personal information on an answering machine.



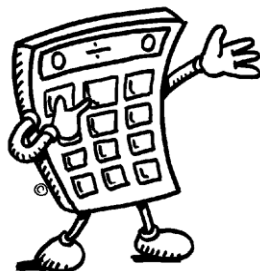
*You can't build a reputation on what you are going to do.*  
*Henry Ford*

### INVISION CHARTERED ACCOUNTANT EMPLOYEE DRESSES FOR HIS ROLE AS TREASURER

Robert Hoy, CA began attending meetings of the Peace River & District Chamber of Commerce last September and accepted his role as treasurer at the December 2010 Annual General Meeting. Eric Jaschke, CA, an Associate with InVision Chartered Accountants, assisted in mentoring Rob for his new position.

Rob indicates he has gained valuable experience in budgeting, monitoring, reporting and business decision-making. "As the Chamber operates the Tourist Information Centre and organizes many events such as the Trade Show, Davis Awards and Christmas retail promotions, we remain busy throughout the year. I am also the Chair of the events committee which further allows me to be actively involved in planning the events and monitoring budgets", states Rob.

He continues by saying, "Overall, I am thrilled to be able to contribute to the healthy business community of Peace River. I look forward to meeting more small business owners at upcoming events and learning more about the business environment within our community. If you would like further information on the Chamber or upcoming events, please see our re-designed website at [www.peacriverchamber.com](http://www.peacriverchamber.com)".



(Pictured above L-R: Janelle Dubois, Rob Hoy CA, Stephanie Bacon. Along with Brent Gamble CA (taking the photo), the team from InVision Chartered Accountants won the best costume award at the Chamber golf tournament, September 9.)