



Sample Onsite Review Questionnaire

Collection of Payments and Donations:

- What are all of the different areas that generate a bill/receipt?
- How easy is it for your donors/customers to pay you?
- How do you collect and/or generate invoices?
- What forms of payments do you accept and how?
- Do you allow invoices to be paid electronically?
- How do you deposit checks? Who handles this function? When/how often?
- Do you utilize a Remote Deposit service?
- Who handles the billing function?
- Has there ever been a time when the billing has gotten behind?
- How fast are invoices paid once they are generated? How are invoices sent?
- Was there ever a time when funds came in too slow or not enough funds were received to cover the needed payments going out?
- Do you have a refund/return policy?
- What is working/not working /what do you wish you could change?

Payment of Bills/Expenses:

- Who do you pay? (Employees, distributors, suppliers, city, etc.)
- Who do you make your largest or most frequent payments to?
- How often do you make these payments?
- Who makes the payments? Who handles this function?
- Are there ever times when the money coming in does not cover the amount of the payments you need to make?
- How do you make your payments? (ACH, wire, check, credit card, debit card/payroll cards, payroll vendor)
- How do you confirm outgoing payments are to legitimate vendors and/or vendor accounts?
- Describe how you are taking advantage of any supplier discounts.
- Do you have sufficient controls on payments? Dual control?
- What is working/not working /what do you wish you could change?

Concentrate, Report and Control Against Fraud:

- How many checking accounts are you using and are they with more than one bank?
- What is the reason the bank account structure is this way?
- How do you reconcile the accounts each month?
- Who is assigned to this function?
- Do you utilize the banks' online banking system?
- How often do you reconcile all of your accounts and monitor account activity?
- How are you investing excess cash? If so, in what vehicles?
- Is the current system working within your cycle?



Security and Risk Review:

- Does your bank offer Positive Pay services? Do you utilize them?
 - If not, what is the reason you are not?
- Who is entitled to access the bank accounts via the online banking system? Have you reviewed all account access levels and entitlements recently?
- Are you using dual control for user setup and payment initiation?
- If using ACH services, do you have appropriate fraud control and limits placed with the bank?
 - Do you have ACH credit and debit limits set for originators?
 - Are your wire transfer agreements updated at the bank with appropriate limits?
 - Do you use remote deposit services?
 - Have you incorporated dual control on initiation of transactions?

To set up your financial check-up, please call 1-800-438-0270.