



Sample On-site Review Questionnaire

Collect:

- 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 payment to you accept and how?
- Do you allow invoices to be paid electronically?
- How do you deposit checks? Who does this function? When/how often?
- Do you utilize a Remote Deposit service?
- Who handles the billing function?
- Has there ever been times when the billing has gotten behind?
- How fast are invoices paid once they are generated? How are invoices sent?
- Are there times when the funds come in too slow or not enough in time to cover the needed payments going out?
- Do you have a refund/return policy?
- What is working/not working/do wish you could change?

Pay:

- 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 make 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 the outgoing payment is to legitimate vendors and/or vendor accounts?
- Describe how you are taking advantage of any supplier discounts?
- What is working/not working/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 systems?
- Do often do you reconcile all of your accounts and monitor account activity?
- How are you investing excess cash not needed immediately?

- Is the current system working within your cycle?

Security & risk review:

- Does your bank offer Positive Pay services? Do you elect to 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 accounts 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?
 - ACH limits credits and debits originated
 - Are your wire transfer agreements updated at the bank? Are there appropriate limits?
 - Remote Deposit