This Self-Assessment Questionnaire (SAQ) is a tool to be used by an agency to:

* Develop fiscal and administrative controls.
* Evaluate the adequacy of existing procedures, both as written and actually performed.
* Ensure that written procedures and actual practices are the same.

Each agency should review its procedures **at least biennially** to ensure compliance with the minimal internal control standards as set forth in this SAQ. By completing the SAQ, an agency can identify potential internal weaknesses.

The SAQ is designed so that a “No” response indicates an area of concern, which may require corrective action in written procedures and/or actual practices, such as:

1. Developing new or revised procedures to correct the deficiency found; or
2. Implementing a compensating control.

The Comments/Issues column should be used for agency’s notes.

SAQs should be reviewed and approved by management and the original maintained in the agency’s files for audit purposes.

This document is to be used to help complete the agency’s Biennial Report on Internal Controls, which is due by July 1 of each even-numbered year.

Thank you for your cooperation.

**C. Revenues and Accounts Receivable**

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| --- | --- | --- | --- | --- | --- |
| **Revenues** | | **Yes** | **No** | **N/A** | **Comments/Issues** |
|  | Are there written policies and procedures regarding Revenues and Accounts Receivable responsibilities? |  |  |  |  |
|  | Do the procedures describe all types of revenue collected (e.g., license fees, permits, service fees, etc.)? |  |  |  |  |
|  | Are the following key duties segregated among individuals: |  |  |  |  |
| 1. Receiving/logging revenues |  |  |  |  |
| 1. Preparing the deposit |  |  |  |  |
| 1. Reconciling receipts and check logs to deposits and Budget Status Report (BSR)   *Note: If your agency has limited staff, describe compensating controls that are in place to safeguard revenues received.* |  |  |  |  |
|  | Are checks and money orders: |  |  |  |  |
| 1. Restrictively endorsed immediately upon receipt? |  |  |  |  |
| 1. Recorded directly on a check log or other revenue tracking system when received or as soon as practicable? |  |  |  |  |
|  | Are all payments received from a single payee that total $10,000 or more received via electronic transfer? |  |  |  |  |
|  | Is cash (coin/currency) received recorded on pre-numbered, multi-part receipt forms (or computer-generated receipt forms, if applicable)? |  |  |  |  |
|  | When a receipt is voided, does the individual: |  |  |  |  |
| 1. Clearly mark “void” across the face of the original and all copies? |  |  |  |  |
| 1. Provide an adequate explanation for the void? |  |  |  |  |
| 1. Receive verification by a person independent of the transaction and ensures verifier initials the receipt? |  |  |  |  |
|  | Are all receipt numbers accounted for, and are voided receipts maintained intact and in sequence? |  |  |  |  |
|  | Are cash receipt books, issued and unissued, safeguarded and are adequate controls employed in their distribution and use? |  |  |  |  |
|  | Is access to cash, checks, and money orders limited to individuals involved in the receipting/logging and depositing functions? |  |  |  |  |
|  | Are cash, checks, and money orders not immediately deposited adequately secured with limited access until deposited? |  |  |  |  |

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|  | | **Yes** | **No** | **N/A** | **Comments/Issues** |
|  | Are deposits prepared: |  |  |  |  |
| 1. By an individual independent of the receiving/logging process? |  |  |  |  |
| 1. At a minimum, by Thursday of each week? |  |  |  |  |
| 1. No later than the next working day when accumulated deposits exceed $10,000? |  |  |  |  |
|  | When a deposit slip is voided, does the individual: |  |  |  |  |
| 1. Clearly mark “void” across the face of the original and all copies? |  |  |  |  |
| 1. Provide an adequate explanation for the void? |  |  |  |  |
| 1. Receive verification by a person independent of the transaction? |  |  |  |  |
|  | Are all deposit slips accounted for, and are voided slips maintained intact and in sequence? |  |  |  |  |
|  | Are deposit books, issued and unissued, safeguarded and are adequate controls employed in their distribution and use? |  |  |  |  |
|  | Is access to deposit slips limited to individuals involved in the receipting/logging and depositing functions? |  |  |  |  |
|  | Are funds deposited prior to the entry of cash receipts in Advantage? |  |  |  |  |
|  | Are cash receipts (CR) posted into Advantage on the day of deposit or within two days thereafter? |  |  |  |  |
|  | Is there documented evidence of CR review prior to submission in Advantage (e.g. initials of Pend 3 and reviewer on back up documentation)?  *Note: CRs should be put on hold in Advantage until reviewed and released by reviewer.* |  |  |  |  |
|  | When an EFT deposit is expected, is: |  |  |  |  |
| 1. A CR document posted in Advantage and placed on “Hold” status? |  |  |  |  |
| 1. An “Agency Incoming Funds Notification” or “Draw Request Form” forwarded to the Treasurer’s Office? |  |  |  |  |
|  | Are the cash receipts reconciled to bank deposit records and the BSR at least monthly? |  |  |  |  |
|  | Are cash receipts reconciled to items sold (permits issued, licenses issued, etc.)? |  |  |  |  |
|  | Are the items sold adequately controlled and accounted for (pre-numbered permits or licenses)? |  |  |  |  |
|  | Does an individual independent of the revenue collection process review and approve the BSR reconciliation? |  |  |  |  |
|  | Are internal controls for any third-party involvement in the receiving process (e.g. locked box) adequately documented? |  |  |  |  |

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| **Accounts Receivable** | | **Yes** | **No** | **N/A** | **Comments/Issues** |
|  | Are the following key duties segregated among individuals: |  |  |  |  |
| 1. Collecting/receiving funds |  |  |  |  |
| 1. Posting payments to accounts receivable ledgers   *Note: If your agency has limited staff, describe compensating controls that are in place to safeguard accounts receivable.* |  |  |  |  |
|  | Are billings sent at least monthly (unless specified otherwise by statute) on pre-numbered documents, stating the terms and conditions for payment? |  |  |  |  |
|  | Are the controls in effect for collecting/receiving A/R payments the same as those used for the collection of revenue? |  |  |  |  |
|  | Do the subsidiary ledgers document each customer’s: |  |  |  |  |
| 1. Beginning balance, |  |  |  |  |
| 1. Charges, |  |  |  |  |
| 1. Payments, |  |  |  |  |
| 1. Remaining balance, and |  |  |  |  |
| 1. Pertinent billing information (e.g., name, address, account number)? |  |  |  |  |
|  | Are subsidiary ledgers updated by an individual independent of the collection process? |  |  |  |  |
|  | Is the delinquency report reviewed by an individual independent of receiving funds? |  |  |  |  |
|  | Are increases or decreases to subsidiary ledger balances supported by appropriate documents (e.g., billing invoices, applications, tax reports, cash receipts, or registrations)? |  |  |  |  |
|  | Are account adjustments for returned merchandise, returned checks, or other items approved by the appropriate supervisor? |  |  |  |  |
|  | Are accounts receivable subsidiary ledgers reconciled to source documents at least quarterly? |  |  |  |  |
|  | Does an individual, who is independent of the collecting/receiving process, review and approve the reconciliation? |  |  |  |  |
|  | Is an aged accounts receivable report generated monthly and reviewed by a supervisor who is independent of the collecting/receiving process? |  |  |  |  |
|  | Are there follow-up procedures to ensure past due receivables are subsequently collected (e.g., delinquency letter after 30 days, final letter after 45 days)? |  |  |  |  |
|  | Are accounts less than 60 days past due considered for “debt offset”? (Notify Controller to put a vendor hold on debtor so no checks can be written to vendor) |  |  |  |  |

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| --- | --- | --- | --- | --- | --- |
|  | | **Yes** | **No** | **N/A** | **Comments/Issues** |
|  | Are debts greater than 60 days past due assigned to the Controller’s Office for collection unless the agency has an exemption with the Controller’s Office? |  |  |  |  |
|  | Are accounts receivable greater than 90 days delinquent reviewed and considered for write-off? |  |  |  |  |
|  | Prior to write-off does your agency: |  |  |  |  |
|  | 1. Make every effort to collect outstanding debt (e.g., phone calls, emails, and arranging for payment plans)? |  |  |  |  |
|  | 1. Document the collection efforts? |  |  |  |  |
|  | Are write-offs approved by someone independent of the collecting/receiving and posting accounts receivable functions? |  |  |  |  |
|  | Has the Board of Examiners approved accounts receivable designated for write-off? |  |  |  |  |
|  | Are accounts receivable balances reported to the Controller’s Office quarterly and at fiscal year end? |  |  |  |  |
|  | Are total collections on accounts receivable reconciled at least monthly to the postings to individual receivable accounts? |  |  |  |  |
|  | Are accounts receivable reconciled annually to the Controller’s Financial System (DAWN)? |  |  |  |  |
|  | If you have a computerized accounts receivable system, do system controls exist to limit access to specific functions, including additions and deletions to customer records? |  |  |  |  |

If any discrepancies are noted above, describe corrective action plan and resolution date below:

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| --- | --- | --- |
| SAQ Number | Corrective Action Plan | Resolution Date |
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