

## **BEST PRACTICES, Controller's Office**

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**Title:** Credit Card Policy Changes **#** 53

**Source:** University of Texas at Austin **Co Area:**

**Addl Info:** [http://www.sacubo.org/sacubo\\_resources/best\\_practices/2004.html](http://www.sacubo.org/sacubo_resources/best_practices/2004.html)

**Abstract:** The University of Texas at Austin began offering online payment services more than four years ago. Payment options include credit card, electronic funds transfer and financial aid awards. Payment via credit card became the most used option for students and parents. As a result, the University faced increased costs associated with the credit card transaction fees for providing this service, reaching approximately \$2 million annually. To offset a portion of this increasing cost, a new credit card acceptance policy was implemented in April 2003.

Negotiations between the University and the credit card companies left the University in a position of conflicting requirements. A committee was formed to look at alternatives, and the result was a change in the credit cards accepted, and a convenience charge to be assessed on payments of tuition and mandatory fees using these cards.

Two teams of personnel from various campus offices worked together to implement the technical changes that were required, as well as to communicate the change in policy to the students, their parents, and University staff. Various means of communication were employed in an effort to inform all customers who may have been affected by the changes.

Several benefits were achieved by these changes, the most tangible being a cost savings of almost \$2 million annually. Although change inevitably creates some resistance, the overall impact of the revised credit card acceptance policy was positive and valuable.

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**Title:** Withhold First Payment until W-9 Form is Received **#** 72

**Source:** Book by Steven M. Bragg **Co Area:**

**Addl Info:** [Accounting Best Practices - 24, pg 50 - Contact Dianne Parkerson, 561 297-3946](#)

**Abstract:** Within one month after the calendar year is complete, the accounts payable department must issue completed 1099 forms to a variety of business entities, detailing how much money the company paid them during the year. The trouble for the issuing company is that many potential recipients do not want to report income to the government, and so will refuse to fill out a W-9 form or to supply a taxpayer identification number to the company. Thus, completing 1099 forms by the IRS-mandated due date can be a substantial problem.

A simple way to avoid this issue is to withhold payment of a company's first payment to a supplier until it completes and submits a W-9 form to the company. By doing so, the accounts payable staff avoids the year-end hassle of determining who receives a 1099 form. This step does add work to the check-processing function, but eliminates so much more work when the 1099 forms are issued that the extra labor is worth it.

## **BEST PRACTICES, Controller's Office**

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**Title:** Avoid Delays in Check Posting # 77

**Source:** Book by Steven M. Bragg **Co Area:**

**Addl Info:** [Accounting Best Practices - Chpt 6, pg 110 - Dianne Parkerson, 561 297-3946](#)

**Abstract:** Many of the Cash Management Best Practices are currently in place. The list is as follows:

- 6-1 Access bank account information on the Internet
- 6-2 Avoid delays in check posting - see record 103 for additional information
- 6-3 Collect receivables through lockboxes
- 6-4 Consolidate bank accounts
- 6-5 implement area-concentration banking
- 6-6 Implement controlled disbursements
- 6-7 Implement positive pay and reverse positive pay systems - see record 105 for additional information
- 6-8 Negotiate faster deposited-check availability
- 6-9 Open zero-balance accounts
- 6-10 Proliferate petty-cash boxes
- 6-11 Shift money with electronic funds transfer
- 6-12 Use Internet-based cash flow analysis software - see record 106 for additional information
- 6-13 Utilize an investment policy - see record 86 for additional information

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**Title:** Implement Positive Pay and Reverse Positive Pay System # 78

**Source:** Book by Steven M. Bragg **Co Area:**

**Addl Info:** [Accounting Best Practices - 7, pg 118 - Contact Dianne Parkerson, 561 297-3946](#)

**Abstract:** Some organizations have a problem with check fraud, whereby checks are presented to the bank for payment that either were not issued by the company or were issued for a lesser amount than is noted on the presented checks. A few banks now allow a company to use a program called "positive pay;" which virtually eliminates check fraud. This best practice works by having a company send to the bank a daily list of all checks issued, which is usually stored in a specific data storage format that the bank can use to update its files of authorized checks it is allowed to cash. All presented checks are compared to this master list, with both the check number and amount being reviewed. If there is a discrepancy, the check is rejected. By using this method, check fraud can be completely eliminated.

A less expensive version of the positive pay system is one where the flow of information is reversed, going from the bank to the company. Under the reverse positive pay system, the bank faxes to the company a list of all checks presented that day for payment. The company then reviews this list for any checks it does not wish to honor and informs the bank of its decision before the close of business that day. If the bank receives no notice by that time, then all checks on that day's list are honored for payment.

## **BEST PRACTICES, Controller's Office**

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**Title:** Electronic Payments Project # 105  
**Source:** Georgia State University **Co Area:** Financial Aid  
**Addl Info:** [http://www.sacubo.org/sacubo\\_resources/best\\_practices/2004.html](http://www.sacubo.org/sacubo_resources/best_practices/2004.html)  
**Abstract:** Georgia State University dramatically improved customer service while achieving efficiencies and cost savings by significantly expanding the use of direct deposit in combination with electronic payment notification. With more than 115,000 payroll payments and 40,000 financial aid disbursements, annually, the benefits of this project are significant. After full implementation, 97% of payroll payments are being made electronically. Employees and students can access funds and payment information in the safest, most secure and confidential manner. The University realizes cost savings from eliminating the printing and mailing of thousands of pieces of paper and staff efficiencies are realized campus wide in all departments.

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**Title:** Commissions # 126  
**Source:** Book by Steven M. Bragg **Co Area:**  
**Addl Info:** [Accounting Best Practices - Chpt 8, pg 155 - Contact Dianne Parkerson, 561 297-3946](#)  
**Abstract:** Not aware of any situation where commissions are paid - but if there is anything similar, here is the list:

- 8-1 Automatically Calculate Commissions in the Computer System
- 8-2 Calculate final commissions from actual data
- 8-3 Construct a standard commission terms table
- 8-4 Periodically issue a summary of commission rates
- 8-5 Simplify the commission structure
- 8-6 Include commission payments in payroll payments
- 8-7 Lengthen the interval between commission payments
- 8-8 Only pay commissions from cash received
- 8-9 Periodically audit commissions paid
- 8-10 Install incentive compensation management software
- 8-11 Post commission payments on the company intranet
- 8-12 Show potential commissions on cash register

## **BEST PRACTICES, Controller's Office**

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**Title:** Financial Statements Best Practices

# 138

**Source:** Book by Steven M. Bragg

**Co Area:**

**Addl Info:** [Accounting Best Practices - Chpt 12, pg 225 - Contact Dianne Parkerson, 561 297-3946](#)

**Abstract:** The book lists several best practices that can be used to issue financial statements. Between the State and Banner, there may not be too much room for flexibility, however, these suggestions might be reviewed. They are listed here and if details are desired, contact Dianne Parkerson, 7-3946.

- 12-1 Move operating data to other reports
- 12-2 Post financial statements in an Excel PivotTable on the Internet
- 12-3 Restrict the level of reporting
- 12-4 Write financial statement footnotes in advance
- 12-5 Automate recurring journal entries
- 12-6 Automate the cutoff
- 12-7 Avoid the bank reconciliation
- 12-8 Defer routine work
- 12-9 Eliminate multiple approvals
- 12-10 Eliminate small accruals
- 12-11 Reduce investigation levels
- 12-12 Assign closing responsibilities
- 12-13 Conduct transaction training
- 12-14 Continually review wait times
- 12-15 Convert serial activities to parallel ones
- 12-16 Create a closing schedule
- 12-17 Document the process
- 12-18 Restrict the use of journal entries
- 12-19 Train the staff in closing procedures
- 12-20 Use cycle counting to avoid month-end counts
- 12-21 Use internal audits to locate transaction problems in advance
- 12-22 Use standard journal entry forms
- 12-23 Complete allocation bases in advance
- 12-24 Conduct daily review of the financial statements

## **BEST PRACTICES, Controller's Office**

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**Title:** General Best Practices

# 139

**Source:** Book by Steven M. Bragg

**Co Area:**

**Addl Info:** [Accounting Best Practices - Chpt 13, pg 253 - Contact Dianne Parkerson, 561 297-3946](#)

**Abstract:** Chapter 13 lists several Best Practices that do not fit into any particular category - Contact Dianne Parkerson, 7-3946 if more information is desired. A few of the suggestions are marked and are included as individual selections

- 13-1 Compare performance to peer metrics on the Internet
- 13-2 Consolidate all accounting functions
- 13-3 Continually review key process cycles
- 13-4 Create a policy and procedure manual - See #139
- 13-5 Eliminate all transaction backlogs
- 13-6 Implement process centering
- 13-7 Issue activity calendars to all accounting positions - See #140
- 13-8 Post the policies and procedures manual on the company intranet site - See #139
- 13-9 Sell the shared services center
- 13-10 Switch to an application service provider
- 13-11 Switch to on-line reporting
- 13-12 Track function measurements
- 13-13 Use Balanced Scorecard reporting
- 13-14 Create a contract terms database - See #142
- 13-15 Scan data with modified Palm computing platform
- 13-16 Scan fingerprints at user workstations
- 13-17 Create an on-line tax policy listing
- 13-18 Outsource tax form preparation
- 13-19 Pay federal taxes on-line
- 13-20 Reduce tax penalties with Internet-based penalty modeling
- 13-21 Subscribe to an on-line tax information service
- 13-22 Create accounting training teams
- 13-23 Create an ongoing training program for all accounting personnel - See 142
- 13-24 Create computer-based training movies
- 13-25 Implement cross-training for mission-critical activities

## **BEST PRACTICES, Controller's Office**

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**Title:** Issue Activity Calendars to all Accounting Positions # 141

**Source:** Book by Steven M. Bragg

**Co Area:**

**Add Info:** [Accounting Best Practices - 13-7, pg 265 - Contact Dianne Parkerson, 561 297-3946](#)

**Abstract:** The bane of any accounting department is disorganization. This department, above all others, is responsible for consistently completing the same tasks, day after day and year after year, with a great deal of reliability. If the employees cannot organize themselves properly so key tasks are completed on time, the entire function can fall into disarray, resulting in payments and billings not being completed on time. Also, financial statements, the most subject to delays if there is disorganization, will be released much later than expected, possibly containing a large number of errors. Clearly, some instrument of organization must be found.

An excellent tool for straightening out the timing of accounting work is the calendar. One can create a calendar on the computer, either with a scheduling software package or an electronic spreadsheet, and load it with all of the tasks that must be completed each day. An example of such a calendar is shown in Exhibit 13.4. Though some employees are naturally well-organized and will already have it in place, many others will be in desperate need of this simple organizational tool. The best way to distribute these calendar schedules is to keep the schedules for all employees in a single location, update them at the end of each month, and have a staff meeting to distribute them so the controller can emphasize all calendar changes.

It is then a simple matter to refer to copies of all employees' calendars each day and follow up with them to ensure that they are completing the scheduled tasks. The calendar is only one way to assist in managing the operations of the accounting department.

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**Title:** Create an Ongoing Training Program for all Accounting Personnel # 143

**Source:** Book by Steven M. Bragg

**Co Area:**

**Add Info:** [Accounting Best Practices - 13-14, pg 282 - Contact Dianne Parkerson, 561 297-3946](#)

**Abstract:** Key work is ONGOING. Rules, policies, procedures, computers, computer systems, programs, position descriptions constantly change, but often the training is hit and miss.

The best way to set up a training program is to make a list of all positions and determine the training strengths and weaknesses of every person occupying those positions. Then a master list of all possible training must be assembled, with the required training for each person noted on the master list. The Controller should schedule a monthly review of completed training to ensure that all employees are meeting their training goals. These goals can be incorporated into merit pay raises.

A sample of a format is given in the book.

## **BEST PRACTICES, Controller's Office**

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**Title:** General Ledger Best Practices # 144

**Source:** Book by Steven M. Bragg **Co Area:**

**Addl Info:** [Accounting Best Practices - Chpt 14, pg 290 - Contact Dianne Parkerson, 561 297-3946](#)

**Abstract:** There's probably not much room for flexibility in this area, so the suggestions as listed. Contact Dianne Parkerson, 7-3946 for additional information.

- 14-1 Eliminate small-balance accounts
- 14-2 Modify account code structure for storage of ABC information
- 14-3 Reduce the chart of accounts
- 14-4 Use identical chart of accounts for subsidiaries
- 14-5 Use data warehouse for report distribution
- 14-6 Use forms/rates data warehouse for automated tax filings
- 14-7 Use the general ledger as a data warehouse
- 14-8 Restrict use of journal entries
- 14-9 Have subsidiaries update their own data in the central general ledger
- 14-10 Construct automated interfaces to software that summarizes into the general ledger
- 14-11 Create general ledger drill-down capability
- 14-12 Overlay the general ledger with a consolidation and reporting package
- 14-13 Use automated error-checking

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**Title:** Email Notification on ACH's # 167

**Source:** Texas A&M University **Co Area:**

**Addl Info:** [http://www.sacubo.org/sacubo\\_resources/best\\_practices/2003.html](http://www.sacubo.org/sacubo_resources/best_practices/2003.html)

**Abstract:** Texas A&M University prefers to make payments via ACH to provide its customers with funds quicker and reduce the cost associated with checks. Our customers' concern and reluctance to sign up for direct deposit was primarily when their bank would notify them, if at all, and the limited amount of information the banks provided without charge. In an effort to encourage our employees, students, and vendors to sign up for direct deposit we implemented email notification for their remittance advice. By providing this service our acceptance rate for ACH has been greatly realized.

## **BEST PRACTICES, Controller's Office**

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**Title:** Increase Efficiencies of Financial Processes

# 207

**Source:** Penn State

**Co Area:** Business Services

**Addl Info:** <http://qualityspotlight.psu.edu/aers/index.html>

**Abstract:** How can a unit make the most effective and efficient use of limited administrative resources? Agricultural Economics and Rural Sociology was faced with having to provide continuing financial and administrative services at the same or increasing level of satisfaction with decreasing resources.

The team began by identifying all financial forms used, and matching them with related financial processes. They then prioritized the processes to target those with the greatest inefficiencies. For each process, they collected performance data, developed a flowchart, and then identified improvement areas. They realized that one of the issues related to all of the processes was availability of needed information, and they created an online, internal directory of budget and project information. The team then addressed travel, mail charges, copying and telephone charges.

The team published information about their changes on an internal departmental web site, and discussed the changes at regular faculty and staff meetings, as the changes were developed and implemented. Early changes resulted in increased accuracy in financial processes, with less staff intervention. Staff assistants also indicated that they had a better picture of the department and University activities. The team members will continue to track financial performance data, and look for additional opportunities to reduce costs or save time.

Covers Travel, Mail Charges, Copying & Telephone

## **BEST PRACTICES, Controller's Office**

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**Title:** Suspense Account Transaction Reduction # 226

**Source:** University of Miami **Co Area:**

**Addl Info:** <http://www6.miami.edu/ci/suspence/suspensepp.pdf>

**Abstract:** Goal: Reduce number of transactions in suspense to diminish rework (continuously improve support services), save time in processing transactions & dollars in elimination of repeated steps (cost effective support services).

This project was chosen from a combination of user complaints about charges not reflected in correct account, and a realization that it was time that the issues giving rise to the project be brought to light. In fact, as will be shown below, the information in suspense accounts cause lots of rework, prevent the timely reporting of some transactions, and consume resources that could be diverted to other areas.

A large part of the problem is due to the cycle of sponsored accounts. Sponsored accounts have a beginning and an end date. When the end date of a sponsored account has been reached, the system freezes the account(s) in order to prevent further charges past the end date. This causes transactions from subsystems to end up in suspense.

Recommendations:

1. Charge back to Telecommunications transactions in suspense
2. Require that a departmental account be given as guarantee to be used when a replacement account has not been received from the user department.
3. In addition to an email to the account responsible person, Telecommunications should include the department administrator, with a warning that service will be cut if a valid account is not obtained.

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**Title:** Ledger Verification # 264

**Source:** University of California San Francisco **Co Area:**

**Addl Info:** <http://www.ucsf.edu/ams/best/ledger.html>

**Abstract:** This website covers issues such as -  
\* Who should verify and reconcile the department general ledger?  
\* How often should reconciliation be done?  
\* What should be done?

There are also links at the bottom of the page. The site may contain some helpful suggestions.

<http://www.ucsf.edu/ams/best/payrollexp.html> covers reconciling Departmental Payroll Expenses.

## **BEST PRACTICES, Controller's Office**

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**Title:** Best Business Practices in the IRIS Environment # 267

**Source:** University of Tennessee **Co Area:**

**Addl Info:** <http://audit.tennessee.edu/pdf/bbp.pdf>

**Abstract:** The above website is an excellent example of documenting procedures. Even though the University uses a different financial system, the site can be a guide to documentation.

Best Business Practices in the IRIS Environment was developed to assist department staff in some of their key duties related to the University's accounting system, IRIS. This guide provides best business practices in the areas of accounts payable, ledger reconciliation and review, internal transfers, deposits, and recordkeeping. These practices, also called internal controls, are meant to help departments comply with applicable policies and ensure that their financial records are accurate and the University's assets are safeguarded.

With the decentralization of responsibilities that has accompanied the implementation of IRIS, greater fiduciary responsibility has been placed with departmental staff. Internal controls at the department level have always been crucial to safeguarding University assets, but these controls are even more important in the IRIS environment.

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**Title:** Financial & Operational Controls Best Practices # 281

**Source:** Harvard University **Co Area:** Purchasing Department

**Addl Info:** [http://vpf-web.harvard.edu/rmas/best\\_practices.html](http://vpf-web.harvard.edu/rmas/best_practices.html)

**Abstract:** Bests Practices provided by Risk Management and Audit Services, covering -

Petty Cash  
Account reconciliation  
Cash and check receipts  
PCard  
Travel and reimbursement

Includes links to their policies

(Also given to Purchasing)

## **BEST PRACTICES, Controller's Office**

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**Title:** University Controller Policies # 285  
**Source:** Harvard University **Co Area:**  
**Addl Info:** <http://vpf-web.harvard.edu/ofs/policies/policies.shtml>  
**Abstract:** Excellent website including documentation of their policies. Policies should be documented, current and available to anyone needing them.  
The site is a single, central repository for all the University's published financial policies. It is also a versatile search tool that allows users to search by any keyword or phrase they enter, by choosing from a pre-populated list of common policy-related topics, or by the office responsible for maintaining the policy.

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**Title:** 1098T's are now available online # 453  
**Source:** Affiliated Computer Services, Inc **Co Area:**  
**Addl Info:** <http://www.1098t.com/>  
**Abstract:** Fort Scott Community College, Kansas, <http://www.fortscott.edu/>, has a link on their home page letting students get their 1099T on line and also determine if they are eligible. This feature is outsourced to Affiliated Computer Services.  
  
<https://www.acs-education.com/bac/EDU/index.html>  
<http://www.fortscott.edu/>

## **BEST PRACTICES, Controller's Office**

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**Title:** SUNY Best Practices Search Facility

# 472

**Source:** State University of New York

**Co Area:**

**Addl Info:** <http://www.suny.edu/BestPractices/Best.Practices.2004.01.27.pdf>

**Abstract:** As part of the Task Force on Efficiency and Effectiveness, campus presidents were asked to provide initiative they believe they carry out better than any other campus, along with those innovative ideas that have saved or avoided spending resources. The "Best Practices" reported in this document have resulted in significant savings throughout SUNY and, when shared with other campuses, have the potential to realize even greater savings within the system.

Page 21 of the above PDF Document

BURSAR

Laser Printer Checks

Batch Production of Student Refunds

Student Acceptance of Financial Responsibility

Consolidated Billing and Collection

Billing Template

Release of Holds

Automated Late Fees

Trial Balance Information

Access to Student Accounts

Online Receipts

Web-based Credit Card Payments

Online Student Financial Services

Calling Students about to be Deregistered

Automated TAP Certification

Degree Audit

Relocation of Student Accounting Personnel

Electronic Payment

Email Notices to Students

## **BEST PRACTICES, Controller's Office**

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**Title:** Risk Management Tracking Reports # 517

**Source:** University of Virginia **Co Area:**

**Addl Info:** [http://www.sacubo.org/sacubo\\_resources/best\\_practices/2006.html](http://www.sacubo.org/sacubo_resources/best_practices/2006.html)

**Abstract:** Managing a risk management operation for a college or university can be a daunting responsibility. One of the principal risk management responsibilities typically involves claims management, which can become rather complex and overwhelming if not managed appropriately. Institutions often carry on this function without giving much thought to tracking their claims activity. Unfortunately, without good management reporting practices in place, it is easy for a risk management operation to allow its claims management responsibilities to get out of control and, consequently, become less responsive to the institution's need for effective loss recovery.

For those institutions that self-insure or retain large deductibles on their insurance coverage, it is also important to maintain close scrutiny over the amount of losses paid out in a given year and any outstanding reserves that are anticipated to be paid on pending claims. Along with a good tracking methodology for paid claims and pending reserves, it is also important to track whether the institution is maintaining an adequate fund to pay for claims. Due to the unpredictable nature of losses, the importance of maintaining a good system of periodic management reports to track the institution's claims activity, its financial impact to the institution, and the adequacy of its loss funds cannot be overstated.

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**Title:** Fiscal Affairs Manual # 528

**Source:** Washington State Board for Comm & Tech Colleges **Co Area:** Budget Office

**Addl Info:** <http://apps.sbctc.edu/FAM/>

**Abstract:** Their Fiscal Affairs appear to consist of Accounting/Controller's Office and Budget - Operating & Capital. The above website is the manual for these areas and is very detailed.

## **BEST PRACTICES, Controller's Office**

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**Title:** Document Imaging and Workflow Radically Transforms Operations # 558

**Source:** University of St. Thomas **Co Area:** Purchasing Department

**Addl Info:** [http://www.universitybusiness.com/uploaded/pdfs/case\\_studies/optix1004.pdf](http://www.universitybusiness.com/uploaded/pdfs/case_studies/optix1004.pdf)

**Abstract:** Minnesota's largest independent college and one of the top-ranked universities in the Midwest – actively seeks out advanced technologies to serve their more than 11,000 students across four locations. So, when UST's main campus in St. Paul faced space constraints caused by an abundance of paper files, UST turned to electronic document management to alleviate the problem.

"We looked at several products that would have required a lot of time and labor for our IT department to build and expand them," says Tony Wilkinson, UST's Manager of Document Management and Reporting. "After evaluating several technologies, we chose Optix for its ease of implementation and excellent cross-platform support."

UST was able to train on and deploy Optix in record time - less than one week. Optix's easy-to-use graphical interfaces enabled non-technical staff to design both index screens and workflows - minimizing IT intervention.

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**Title:** Accounting Control Best Practices # 684

**Source:** Book by Steven M. Bragg **Co Area:**

**Addl Info:** [Book available from FAU Library HF 636.B83 2006](#)

**Abstract:** This is an excellent resource with many step by step procedures, policies and forms all related to best practice controls

#2 Basic A/P Controls - includes check signing, pCard, electronic pmts, receipt settlement, repetitive pmts. - See #712

#3 Order Entry, Credit, & Shipment

#4 Inventory Management - includes acquisition, storage & movement, valuation, obsolete, tracking

#5 Billing

#6 Cash Handling - See #685

#7 Payroll - See #713

#8 Fixed Assets

## **BEST PRACTICES, Controller's Office**

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**Title:** Accounting Best Practices - FREE Podcasts # 732

**Source:** Bragg Business Publications **Co Area:**

**Addl Info:** [http://www.stevebragg.com/Podcast\\_Sign\\_Up.html](http://www.stevebragg.com/Podcast_Sign_Up.html)

**Abstract:** Steve Bragg and Ralph Nach cover a broad range of accounting topics once every two weeks, including the latest accounting rules issued by the FASB, SEC, and AICPA. Steve continues with lectures that so far cover control systems and the fast close, and which will address many additional accounting management issues in the future. Steve then closes with an accounting best practices tip.

Samples -  
Controls for fixed assets New customer identification  
Controls for payroll SUI savings  
Controls for accounts payable  
Controls for cash receipts

Several of the Best Practices in this database originate from books by Steven Bragg.

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**Title:** Accounting Best Practices Newsletters # 739

**Source:** Bragg Business Publications **Co Area:**

**Addl Info:** [http://www.stevebragg.com/Pages\\_Link\\_Tables/Links\\_Articles.html](http://www.stevebragg.com/Pages_Link_Tables/Links_Articles.html)

**Abstract:** Also [http://www.stevebragg.com/Newsletter\\_Sign\\_Up.html](http://www.stevebragg.com/Newsletter_Sign_Up.html) - Accounting Best Practices FREE Newsletter

Steve Bragg issues an electronic newsletter twice a month that covers many ways to improve your accounting and finance operations. A broad range of issues are covered, including best practices for accounts payable, billings, cash management, collections, inventory management, payroll, and the fast close. Topics covered include Cash, Collection, Inventory, Payable, Payroll, Systems, etc.

Several of the Best Practices in this database originate from books by Steven Bragg.

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**Title:** Controller's Office Efficiencies (2005) # 787

**Source:** Florida Atlantic University **Co Area:**

**Addl Info:** [Contact Stacey Semmel, Controller, ssemmel@fau.edu, 561 297-3102](mailto:ssemmel@fau.edu)

**Abstract:** Summary of several items - check with Controller or Dianne Parkerson, parkerso@fau.edu 561 297-3946 for September 2005 document and April 2007 document.

## **BEST PRACTICES, Controller's Office**

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**Title:** Delivering Online Financial Reports for Muggles and Wizards # 891

**Source:** North Carolina State University

**Co Area:**

**Addl Info:** [http://www.sacubo.org/sacubo\\_resources/best\\_practices\\_files/2008\\_files/Delivering-Online-Financial-Reports.pdf](http://www.sacubo.org/sacubo_resources/best_practices_files/2008_files/Delivering-Online-Financial-Reports.pdf)

**Abstract:** Every institution using an enterprise financial application struggles with reporting and how best to supply campus with reports or reporting capabilities. The delivery of the new financial application allows the wizards to fly through screens and workflow, journals, vouchers, bank transfers and encumbrances. The muggles are apprehensive and ask, where are my old reports and why do I have to become a query master? (Harry Potter's wizards and muggles)

nVision was selected as the tool to use to replace the reports previously available in the mainframe system. The new reports via nVision became known as the WOLF Reports. Eventually the Wolf Reports and FAR (Faculty Accounting Reports) were merged and the Wolfpack Reporting System was born. The Wolfpack Reporting System provides 13 reports and links to other specific reporting applications.

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**Title:** Workflow Works at UH # 910

**Source:** University of Houston

**Co Area:**

**Addl Info:** [http://www.sacubo.org/sacubo\\_resources/best\\_practices\\_files/2008\\_files/Workflow-Works-at-UH.pdf](http://www.sacubo.org/sacubo_resources/best_practices_files/2008_files/Workflow-Works-at-UH.pdf)

**Abstract:** The University of Houston implemented workflow approval and document imaging for all of its financial transactions in 2005 and 2006. Our goal was to increase the speed and efficiency of processing these transactions, while maintaining adequate internal controls. In addition to increased efficiency, we realized several additional benefits and learned a lesson about managing expectations.

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**Title:** Office of Business Services Best Practices # 973

**Source:** Kentucky Community and Technical College System

**Co Area:** Purchasing Department

**Addl Info:** [http://www.sacubo.org/sacubo\\_resources/best\\_practices\\_files/2009\\_files/PDFs/09\\_BP\\_Office\\_of\\_Business\\_Services\\_Best\\_Practices.pdf](http://www.sacubo.org/sacubo_resources/best_practices_files/2009_files/PDFs/09_BP_Office_of_Business_Services_Best_Practices.pdf)

**Abstract:** The goal was to break down obstacles causing processing inefficiencies with specific focus on the things being done correctly, timely and efficiently. Further, attention would focus on improving operations by publishing and communicating metrics for the areas of Accounting, Accounts Payable, Purchasing and Payroll. For each area, emphasis was placed on doing things right the first time versus having to do rework and to share those positive practices KCTCS wide for others to observe and apply within their own unit/college as a means of process improvement locally and system wide. Additionally, this initiative was used to bring recognition to the great work that was (is) being accomplished on a day-to-day, day-in-day-out basis throughout KCTCS. Lastly, this initiative was a result of the KCTCS system office facing regular complaints, a lack of good communication, and overall inefficiencies with processing within the areas of Accounting, Accounts Payable, Purchasing and Payroll.

Some of the by-products of the Best Practice Awards were: 1) friendly competition; 2) showcasing of the pride employees have and take in their work, and 3), the fact that all colleges stepped up (and stepped up big) to the challenge.

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