

Process	Sub-Process	What (Objective)	Why (Risk or Exposure)	RETURN TO MENU	How (Applicable Controls)	Control Number
O Sales & Revenue	03 Order Entry	Sales orders must be based on valid customer commitment, supported by appropriate documentation, and processed accurately and completely.	Orders may be incomplete, lost, or delayed, resulting in lost sales and/or excessive returns.		Customer orders are entered accurately and completely into the system and consecutively numbered.	O3-1.1.1
					System logic prevents processing of customer orders unless a valid customer account / record exists in the customer master data file.	O3-1.1.2
					Open/incomplete orders are monitored and investigated.	O3-1.1.3
		Sales orders for credit sales are processed only for customers with authorized credit.	Orders may be taken for unauthorized customers and/or unacceptable credit risks, resulting in potential uncollectible accounts and the loss of County funds.		Sales orders exceeding credit limits are blocked.	O3-2.1.1
		Sales order systems and records are appropriately safeguarded.	Loss or unauthorized changes to sales orders, including customer data, price data and system program configuration, may occur and go undetected.		Access to the sales order system and records is appropriately restricted and reviewed, at least annually, by management.	O3-3.1.1
		External financial statements reflect only sales to and earnings from third parties.	Income statement and Balance Sheet may contain erroneous sales and earnings not related to outside sales, resulting in inaccurate financial reporting.		Transfers between County units are recorded as transfers, not sales.	O3-4.1.1
	Adequate segregation of duties exists among the authorization, custody of assets, recording of transactions and reconciliation.	Lack of segregation of duties may result in misappropriation of assets, inaccurate financial reporting, errors or irregularities, and/or improper and undetected use of funds or modification of data.		Adequate segregation of duties is maintained as documented in the <u>SOD matrix section</u> .	O3-5.1.1	