

Process	Sub-Process	What (Objective)	Why (Risk or Exposure)	RETURN TO MENU	How (Applicable Controls)	Control Number
O Sales & Revenue	O7 A/R, Collection & Bad Debt	Accounts receivable reflect the proper valuation based on the likelihood of collection, collection experience and County reserve guidelines.	Accounts and notes receivable may not be properly valued.		The system is configured to correctly age outstanding Accounts Receivable (A/R) balances.	O7-1.1.1
					Accounts receivable aging reports and past due accounts, including miscellaneous, non-trade and notes receivables, are regularly reviewed and followed up for collection as needed.	O7-1.1.2
					Write-offs / charge-offs are reviewed and approved in accordance with County policies.	O7-1.1.3
					Bad debts are recorded in the proper period in accordance with the accounting policy.	O7-1.1.4
					Customer account balance disputes are logged, categorized and investigated to determine cause of any errors in A/R balances.	O7-1.1.5
					An analysis of credit memos, by customer, is performed. Customers are notified of unused credits and appropriate follow-up is conducted.	O7-1.1.6
					The A/R subsidiary ledgers are reconciled monthly to the general ledger A/R control account.	O7-1.1.7
		Accounts receivable systems and records are properly safeguarded.	Loss or unauthorized changes to the data, records, or programs may lead to increased bad debts.	Access to customer A/R systems and records is appropriately restricted and is reviewed, at least annually, by management.	O7-2.1.1	
		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> .	O7-3.1.1	