



Sam Houston State University

MEMBER THE TEXAS STATE UNIVERSITY SYSTEM

CONTROLLER'S OFFICE

Financial Services Process Questionnaire

1. What is the department's title? _____
 2. Name a primary contact for questions related to this department's financial processes: _____

 3. Please identify the best method in which to contact this department?
Email: _____
Phone number: _____
 4. Does this department collect revenue? Yes or No
 - a. If yes, what method(s) of collections are applicable?

Check	Cash
Credit Card Transaction	Other: _____
 - b. If yes, what sources produce this revenue?
 Resale of inventory
 1. What types of items are historically sold? _____

 - a. Of these items, which items do you collect sales tax? _____

 - b. What policies are in place to monitor changes in inventory? _____

- | | |
|----------------------|--|
| Lease revenue | Event revenue (Tickets, conferences, etc.) |
| Sponsorship revenue | Royalty income |
| Other revenue: _____ | |
- c. If yes, what are the standard processes for recording revenue? _____

5. What is the standard process involving the receipt of gifts and donations? _____

6. What is the standard process involving the management of funds for grants? _____

7. What are standard processes when approving payroll? _____

 - a. Does this process differ in comparison to the process for exempt, non-exempt and student employees?
 Yes or No
 - i. If applicable, how does the process change for exempt employees? _____

- ii. If applicable, how does the process change for non-exempt employees? _____

- iii. If applicable, how does the process change for student employees? _____

8. What are standard processes related to procurement? _____

9. Does this department allocate expenditures to other departments? Yes or No
 i. What methodology is used to allocate expenditures to other departments? _____

10. Does a person in this department create, approve, and reconcile transaction activity? _____

11. What actions are taken to manage this department's budget and fund balances? _____

12. Does anyone in the department review financial transactions on a regular basis? Yes or No
 a. If applicable, who, and how often is it done? _____

 b. How is this completed and documented? _____

13. What Funds and Organization codes are commonly used to record transactions for this departments business processes?

14. Are there any problems with existing business processes or methods that create roadblocks? Yes or No
 a. If yes, please detail this step in the process: _____

15. What steps or methods in the existing business processes are not effective? _____

16. Which steps in the existing processes require the most time to complete or cause the most delays? _____

17. Are there any steps in the existing processes that you feel the cost does not justify the benefit? Yes or No
 a. If yes, please detail this step in the process: _____

18. Are there any steps in the existing processes that cause quality of work to go down? Yes or No
 a. If yes, please detail this step in the process: _____

19. Are there exceptions to the normal processes that create inconsistencies in work flow? Yes or No
 a. If yes, please detail this exception: _____

20. Who are the assigned delegates in Chrome? _____

*** If additional space is needed, please attach separate sheet. ***