Preparing for the review
Before you get to the four questions…
- Find a space with a blank wall—preferably a white board. Take sticky note paper, pens, and white board markers.
- Think about everyone you transact with, specifically the types of people and businesses you transact with, and write each one down on a separate note.
- Put the notes on the board, arranged so that your company is in the middle and those relationships surround your company.
- Write the different types of transactions you do with these people and businesses on separate sticky notes. Sales on one note, purchasing on another, vendor payment on another, etc.
- Put those notes on the board near the name of the relationship. For example, invoicing would be next to customers.

The review
1. Ask yourself what exact outcome you need from each transaction. For example, what information do you need to capture when making a customer sale? Their contact information? The name of each separate product you're selling them? Payment in full or a down payment? The answer to that question will be "When I do transact with X, I need _____, _____, _____." That is your outcome.
2. Knowing that outcome, what is the most efficient way to get there?
3. Then ask yourself what tools would get you to arriving at that outcome?
4. What steps do you need to get to that outcome? Outline the steps for each process so that your staff knows what they are supposed to do.

Remember
1. The qualities of a good financial system are:
   - It lets you make the transaction easily.
   - It makes record-keeping accurate and easy.
   - Simple design. Simple means easy to use, easy to train, and likelihood that your team will use it.

2. Watch out for problems and pitfalls to look for when setting up and running systems:
   - Choosing the wrong components.
   - Mapping and documenting processes incorrectly.
   - Not knowing how to correctly use the components.
   - Not knowing how to make full use of the components.
   - Having the wrong people working the processes.
   - Failure to train on the process.
   - Not monitoring the system to make sure it's working properly.