

## A picture is better than a thousand words.

Imagine that you are explaining to a new employee some of the transactions that typically occur in an A/P system. You might begin by telling the employee some of the transactions they will be doing, such as entering payables, entering manual checks, and voiding checks.

A question the employee might ask is: “What accounts are affected when a check is voided?”

It’s simple you think, and respond with: “Well, when a check is voided, it updates the AP Vendor file, the Transaction file, and the AP General Ledger Integration file if it is integrated with General Ledger. It also updates the Check Reconciliation Account Detail file, and finally, it makes an entry that credits AP and debits the Cash in Bank file.”

Your new employee looks up at you puzzled and says, “It updates the what?!”

Instead of rolling your eyes and waving your hands around, you grab the flowchart (Figure 1) that is next to the computer and say, “Look, this is what happens.”

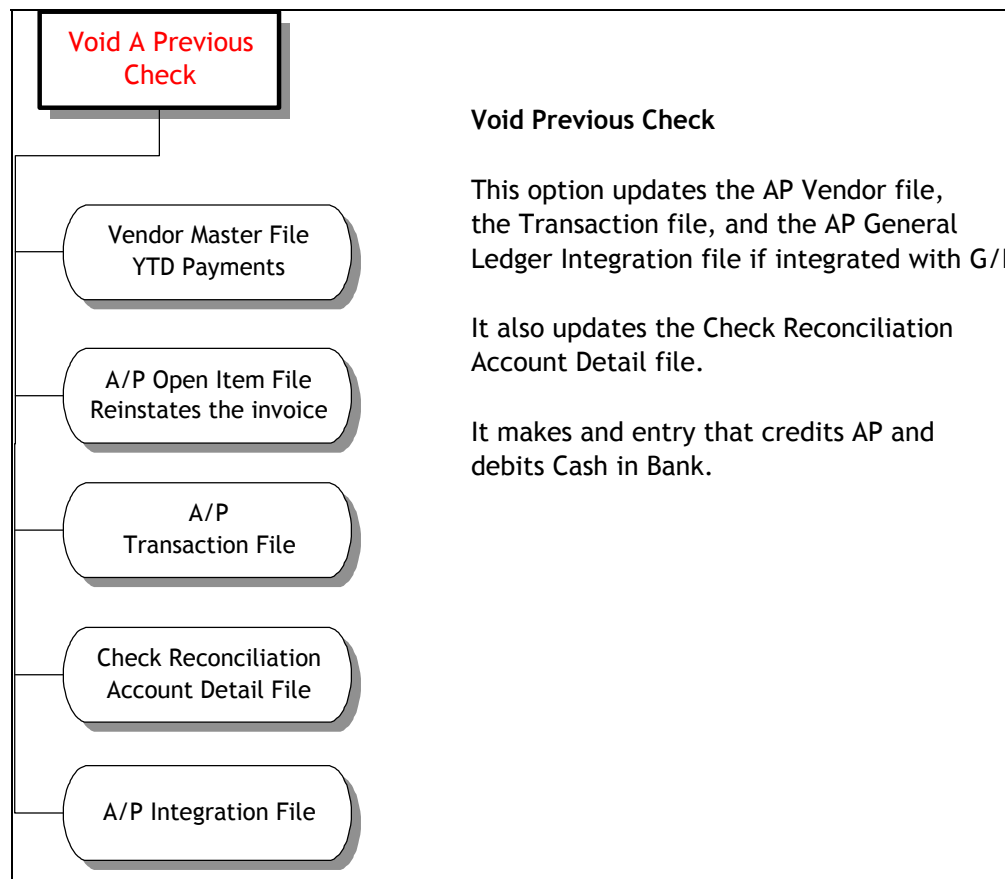
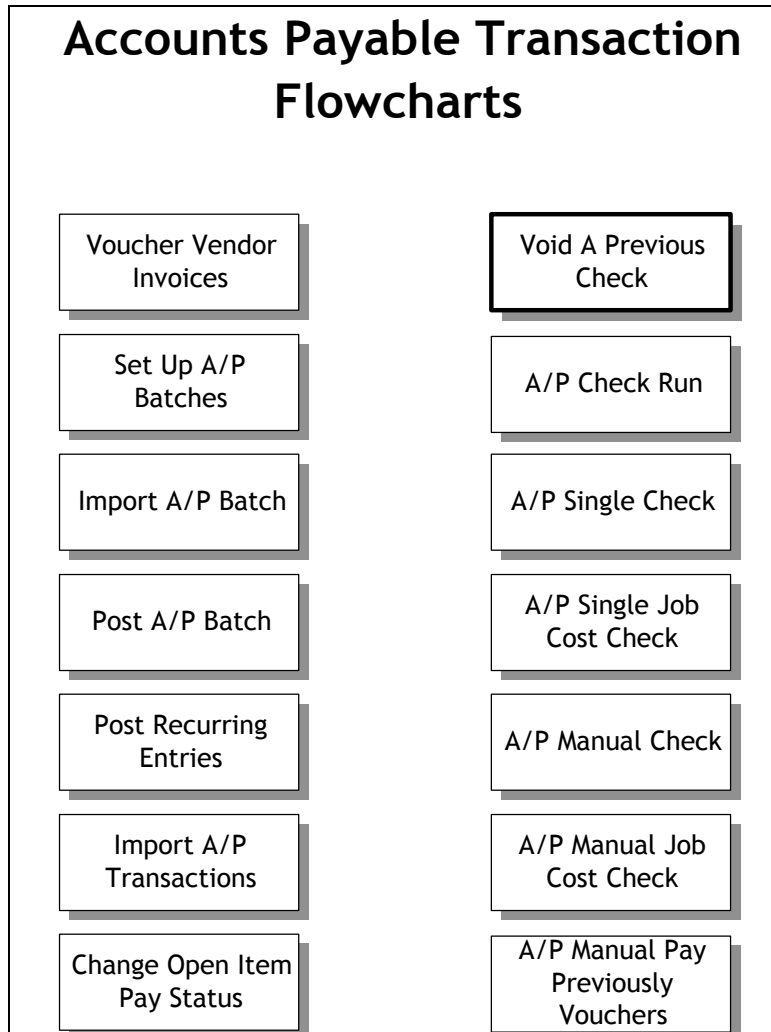


Figure 1

In a clear and precise illustration, the process is reduced to a few blocks of text and the confusion is eliminated, because the flowchart shows what happens – exactly.

And because you are a smart manager, you give the employee a simple flowchart (Figure 2) that lists the transactions they will be doing in their job.



**Figure 2**

The smart managers know that to improve communication and training, a flowchart of a process is a better way to get their point across than four pages of text. So the next time you get a chance to communicate, do yourself and the employee a big favor – flowchart it!