

The most current information on how financial professionals can increase cash flow & control costs.

**August 11, 2021**

### KEY FINANCE FIGURES

	Curr*	Lst Mo	Lst Yr
<b>■ Leading Rates %</b>			
Prime Rate	3.25	3.25	3.25
Fed Funds Rate	0.25	0.25	0.25
<b>■ Money Market Rates %</b>			
<i>London Interbank (LIBOR)</i>			
1 month	0.09	0.10	0.17
3 months	0.14	0.14	0.27
6 months	0.15	0.16	0.32
<b>■ Stock &amp; Bond Indexes</b>			
DJIA	35,144	34,434	26,585
S&P 500	4,422	4,281	3,239
NASDAQ	14,841	14,360	10,536
5-Yr T-Bill	0.72	0.90	0.30
10-Yr T-Bill	1.30	1.49	0.62
<b>■ Employment Stats</b>			
Unemployment rate (%)	5.9	5.8	11.1
Payroll employment (thousands)	850	583	4,846
Average hourly earnings (\$)	0.10	0.13	-0.39

\*As of 7/26/21

### The Cumulative Effect of CFO & Controller Alert

**With the pace of change accelerating and the competition tougher,** what's the best chance to keep up performance and get two steps ahead of the competition? A reliable source of continuous information.

It's the **cumulative effect** that helps, not any one reading. Our unique function is to deliver solid, focused information in your area of responsibility in a fast-read format twice a month to help performance.

## The finance 'improvement' that's slowing A/R down

### ■ What's keeping them from being a strategic partner?

For years CFOs have worked to make Accounts Payable a more strategic-thinking, C-suite-valued department.

Turns out another finance function needs a similar makeover.

A mere one in four execs view Accounts Receivable as a strategic partner in the business.

That's the stark reality check to come out of Billtrust's new *The State of Accounts Receivable: The Journey to Modernize* report.

The biggest hurdle? Manual processes. Over 60% of A/R decision-makers admit they're either

mostly manual or a mix of manual and digital processes.

And that's keeping them from stepping into a more strategic and impactful company-wide role.

Take a look at these new benchmarks to see how your own A/R team compares, as well as the unexpected "improvement" that's slowing them down.

### How does your team spend its time?

To see just how mired in the manual your own A/R team is, take a close look at how much

*(Please see Slowing ... on Page 2)*

## Employer bats down \$102M payroll claim

### ■ Walmart's pay stub case gets pro-employer ruling

Mega-employer Walmart just got a mega class action suit verdict reversed. And it's good news for all employers.

The company had been ordered to pay employees \$102 million for violating its state labor code's wage statement and meal-break provisions.

The issue: Whether the retail giant must include info about hours worked and pay rates from prior pay periods on current pay stubs if pay adjustments had been made.

Walmart lost in the first round, but an appeals court reversed that.

A major takeaway: An employer can make lump-sum payments to

retroactively adjust employees' overtime rate to factor in bonus payments without IDing a corresponding "hourly rate" for the payment on pay stubs.

### Encouraging news for your team

Mistakes happen – your team is only human.

Granted the numbers at stake aren't usually this large. But this new ruling makes it clear you can right things without creating a ton of extra work.

**Cite:** *Magadia v. Walmart Associates, Inc., CA9, No. 19-16184, 5/28/21.*

# Slowing ...

(continued from Page 1)

time it devotes each day to the core responsibilities.

Here's how the respondents in Billtrust's report spend their days:

- cash application and reconciliation: 22%
- credit: 19%
- payments: 18%
- collections: 18%
- invoicing: 14%, and
- deductions: 9%.

Seeing your own team's breakdown can spotlight potential bottlenecks that are keeping them from more strategic functions, such as risk management or even growing your customer base.

Of course, the more you're automated on these fronts, the less likely you are to waste time.

And many companies are seriously lagging. The credit front – real-time credit risk monitoring and

the credit app – is the only place more than half of companies tap software and tools to get the job done.

But beyond that, pruning the manual from key tasks can elevate A/R in the eyes of the executive team.

A/R shops that have moved both invoices and payments entirely to digital are approximately three times more likely to be viewed as a strategic business partner by their firm's C-suite.

It's an aggressive goal, but worth making a plan of attack on how to get there.

## Beware customer portals

As you're looking at ways to make improvements that will elevate A/R to a more strategic function, watch out for a relative newcomer that may be sucking up a lot of your team's time: A/P portals.

Granted, on the other side of the cash flow equation they're a real timesaver. Maybe your own Accounts Payable department has one.

But they're wreaking havoc on A/R. A full 71% of A/R departments have to interact with between 11 and 50 customer portals each month.

That increases manual tasks and drags IT into the mix.

Portals aren't going away anytime soon. In fact, they're only going to increase. To keep them from derailing A/R in its quest to focus on more strategic endeavors, follow your peers:

- 58% use their own IT to build integrations (i.e. robotic process automation or application programming interface)
- 56% use A/R SaaS vendors with prebuilt integrations to support A/P portals, while
- 43% charge fees for customer portal use.

**Info:** You can download a copy of the full report at [billtrust.com/about/news/new-study-shows-accounts-receivable-modernization-is-more-perception-than-reality](http://billtrust.com/about/news/new-study-shows-accounts-receivable-modernization-is-more-perception-than-reality)

# Sharpen your JUDGMENT

*This feature provides a framework for decision making that helps keep you and your company out of trouble. It describes a recent legal conflict and lets you judge the outcome.*

## ■ Can firm get its money back when checks are stolen?

CFO Bill Keeper answered his phone, "This is Bill ..."

"Hi Bill, it's Lisa Gonzalez from Whitman Mutual Bank," said the voice on the other line.

"Lisa, I hope you have good news for me about those stolen checks. That's a heck of a lot of money that should rightfully be in our account," he said.

"Well, I have news, but I don't think you're going to like it," Lisa began.

## Forged, deposited by ATM

"The ex-employee who took your checks also has an account with us," she continued. "He endorsed the checks in his own name and deposited them at an ATM into his personal account."

"Those checks were made out to our company. How was that allowed to happen?" Bill asked.

"For ATM deposits of checks under a certain amount, bank procedure is to accept them without human review," Lisa said.

"Lisa, this is embezzlement," Bill said. "We're talking about forged endorsements on checks that were stolen from our company. I need you to put this right."

Bill's company took the bank to court for negligence. Was it successful?

- Make your decision, then please turn to Page 6 for the court's ruling.



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# The clause you want in your supplier contracts, especially now

■ *Liquidated damages helps in face of unprecedented supplier delays*

Say one of your suppliers is late getting an important shipment to you. Really late. And it wreaks havoc with your own supply chain.

How do you prove just how much the delay cost you?

Easier said than done.

It can be extremely tough (not to mention time-consuming) to assign a price tag to a delay.

Which is why supply chain experts are encouraging businesses to have this clause in their supplier contracts.

**Best for minor breaches**

As your company enters into new contracts – or renegotiates existing ones – be sure to include

a liquidated damages clause.

These tend to work best in cases of minor contractual breaches such as delayed performance.

**FOR MORE ...**

To see an example of how supplier delays can play out in court, go to [cfoandcontrolleralert.com/delays-abound-is-company-justified-in-refusing-to-pay](http://cfoandcontrolleralert.com/delays-abound-is-company-justified-in-refusing-to-pay)

And it's a great way to preserve the relationship since both sides agree up-front you'll receive X number of dollars for each day of delay, for example.

One caution: Make sure that number is a reasonable pre-estimate of your probable loss.

Otherwise, if it's viewed as excessive, the clause could be nullified and your company would be out of luck.

*Adapted in part from "Delayed Supply of Goods – Is Your Supply Contract Up to Scratch?" by Jan Hoppe, at [sdexec.com](http://sdexec.com)*

# New exec order takes away competitive edge

■ *FTC ordered to limit or eliminate non-compete agreements*

When a critical employee leaves your company for a competitor, you stand to take a significant financial hit. That's what non-competes are for, right?

Not for long.

President Biden just signed an executive order asking the FTC to "ban or limit" non-compete agreements, including for private employers.

Here's what you need to know.

**36-60 million employees have one**

The reason behind the move? The Biden Administration says non-competes prohibit "economic mobility" by limiting people's ability

to change jobs. That in turn keeps wages down because folks can't jump to a better paying position elsewhere.

As an employer you've likely been relying on these agreements to prevent (or at least slow) your best and brightest from jumping ship and taking customers and/or trade secrets with them.

Between 36 million and 60 million workers are currently bound to them.

How far the FTC will go remains to be seen. We'll keep you posted.

**Info:** You can read the order at [whitehouse.gov/briefing-room/statements-releases/2021/07/09/fact-sheet-executive-order-on-promoting-competition-in-the-american-economy](http://whitehouse.gov/briefing-room/statements-releases/2021/07/09/fact-sheet-executive-order-on-promoting-competition-in-the-american-economy)

**ECONOMIC OUTLOOK**

■ **Christmas in June? Retail numbers a nice surprise**

Usually it's not until late fall that we start talking about the retail sector and its impact on the U.S. economy.

Will shoppers flock to the malls and their keyboards to give us a nice little holiday boost to end the year?

But this year – like just about everything else – things are different.

Now at the mid-way point of 2021, retail has emerged as a critical economic indicator.

And the news is encouraging.

**Grew 0.6% to close out Q2**

Consumers are opening their wallets again ... and faster than expected.

Retail sales in June rose 0.6%, despite the fact that most had forecast a 0.4% drop.

(That uptick was especially surprising when you consider that May retail sales fell 1.7%.)

Of course increased consumer confidence and the increased retail sales that go with it mean good news for the economy.

Why this June data is especially encouraging: Consumer demand for goods stayed strong even as folks started spending on services again.

Is this month the start of a trend?

Does this bode well for a strong holiday shopping season?

Time will tell.

*(Adapted in part from "Cash-flush Americans lift U.S. retail sales; shortages depress auto purchases," by Lucia Mutikani, at [reuters.com](http://reuters.com))*

## IT looking to spend more on remote work tech, but on what?

### ■ Survey: IT departments prepping for long-term hybrid work environment

As a hybrid in-person/work from home workforce emerges, the pressure's on IT to manage business continuity across environments.

Here's a glimpse into how your peers may be devoting their tech budget dollars to sustain hybrid work. According to a survey from JumpCloud:

- 58% of IT departments plan to spend more on remote work management technologies
- 56% feel more needs to be spent on cybersecurity tools, such as a VPN
- Half say investing more in cloud-based technologies is a priority, and
- 47% have their eye on purchasing more mobile tech.

### What does your IT team say?

In light of these findings, it's time to compare how they stack up

## Mental health apps can be a money saver

### ■ 4 keys to cut through the noise and find the payoff

Mental health apps can't take the place of therapy and medication, but may help some people better cope with stress, anxiety or depression.

There are hundreds of them – all potentially useful in keeping healthcare costs down.

### Savings calculator

Websites for mental health apps make all kinds of claims about ROI.

While there aren't definitive numbers on cost-effectiveness of digital mental health tools, you'll need these stats to estimate potential savings:

1. cost due to conditions (e.g., lost

productivity) per employee

2. engagement data (you'll have to ask the vendor for it because it's probably not publicly available)

3. estimate of the app's positive impact on mental health in terms of percentage of reduction in symptoms, and

### Opportunity for innovation

4. duration (fraction of a year) the intervention will offer a sustained effect.

Multiply those four numbers and you'll get the potential cost benefit of an app per employee over one year.

Tools that enable new ways of working can inspire IT to come up with other ways to improve your firm's technology infrastructure and practices.

*Info: [jumpcloud.com/resources/it-trends-report-remote-work-security-cloud-services](https://jumpcloud.com/resources/it-trends-report-remote-work-security-cloud-services)*

*Info: [hbr.org/2021/07/should-your-company-provide-mental-health-apps-to-employees?ab=hero-subleft-2](https://hbr.org/2021/07/should-your-company-provide-mental-health-apps-to-employees?ab=hero-subleft-2)*

## MANAGING FOR RESULTS

### ■ A by-the-numbers guide to tell if that staffer is quitting

You'd hate to see a good employee go – especially when it's increasingly tough to fill any position these days.

So you likely want to take steps to get them reengaged with their work and your company before they give notice.

One way: Know the signs someone is thinking about leaving.

And like many things, the proof is in the numbers.

### 5-7 weeks before they quit they ...

The Prodoscore Research Council recently found that in the five to seven weeks before quitting, employees:

- **Do less.** Their productivity rate drops 33%.
- **Clock in less.** On average, they start 16 minutes later and end 24 minutes earlier.
- **Communicate less.** They send 51% fewer email messages and fill their calendars 33% less than normal.
- **Interact less.** They cut the time they meet and talk to – both in person and virtually – with colleagues by 50%.

Keep a close eye out for any of these signs within your own finance team.

If you see them you'll want to talk with staffers about motivation, workloads and anything else that could be affecting their engagement and making them restless.

*(You can download the full Prodoscore Research Council findings at [prodoscore.com/wp-content/uploads/2021/06/PID-Prodoscore-Reveals-Behavioral-Patterns-of-Employees-Likely-to-Leave.pdf](https://prodoscore.com/wp-content/uploads/2021/06/PID-Prodoscore-Reveals-Behavioral-Patterns-of-Employees-Likely-to-Leave.pdf))*



Our subscribers come from a broad range of companies, both large and small. In this regular feature, three of them share success stories you can adapt to your unique situation.

### 1 **Avoided painful fines by increasing PPE budget**

Having personal protective equipment (PPE) to prevent the spread of COVID-19 was a very big deal.

OSHA started cracking down on employers for not doing enough to protect their employees from the virus, and we took notice.

When we saw one company had been fined more than \$13,600 and that violations can cost up to \$136,532, something needed to be done.

Expensive hits to the bottom line like that have to be avoided.

#### Protection priority

Face masks and respirators are required in parts of our operations.

As a precaution, we temporarily doubled the budget for them so they're more accessible for everyone at our company until state mask mandates are lifted.

With twice the normal amount of respirator supplies and services, we stand a better chance of staying out of

the crosshairs of OSHA's new COVID national emphasis inspection program.

Being stocked up on PPE may not stop the feds from dropping in to see if we're in compliance, but if an inspector shows up I'm confident we won't get fined for not having adequate PPE for employees.

We're also prepared if there's an unexpected spike in COVID cases and mask requirements in the workplace continue.

*(Carl Cash, EHS Manager, Schirm USA Inc., Ennis, TX)*

**REAL PROBLEMS  
REAL SOLUTIONS**

### 2 **How we digitized 2,500 boxes of financial info**

Over the years, our company had accumulated a significant number of important financial records, all in paper format.

Admittedly, we had thousands of boxes with decades of tax returns, payroll documents and pension files that we were still required to retain.

And they were all sitting in storage off-site. If a fire or a natural disaster were to hit the storage facility, it would've been a big loss for us, and it would've put a wrench in our

compliance plan.

We knew we needed to make these documents digital, so we'd at least have electronic copies, just in case.

#### Prioritizing most relevant data

Because we're all busy with lots of priorities, we approached this as an ongoing project to be done when employees have downtime.

I trained our staff how to prioritize capturing data that's most relevant to make the process less time-consuming.

This allows them to digitize records

efficiently, so they can easily pitch in.

Using this approach, we've digitally processed around 2,500 boxes of paper data, and we're over halfway finished with the project!

Once the project's done, we'll have all these critical records right at our fingertips, and it'll be easier to stay compliant with record retention regulations.

*(Amy Meckel, President, R.E. Smith Interests, Houston)*

### 3 **Quarterly step that keeps burnout at bay**

Many of our employees developed some bad work habits at home during the pandemic – and the habits weren't the kind we would've imagined.

They'd work through lunchtime, plan and attend too many meetings and jam-pack their days by taking on more work and responsibility.

We could see some getting overwhelmed and burned out – even if they didn't see it or denied it.

We recognized it as a time for leadership to step in and encourage employees to step back.

#### Share what you've done

That's why we called for one "Global Day of Rest" per quarter.

We asked all employees to not log in or otherwise work.

The idea was for everyone to be off – so no one felt compelled to just check in or try to look extra ambitious.

Instead, we encouraged them to

go out, do something they loved and show or tell us about it on our internal social channels.

And we're happy to report that it's been a great success.

Employees love sharing photos and stories from their fun day.

As leaders, we know they're getting a much-deserved break from work.

*(Ann Powell, Executive VP & HR Officer, Bristol Myers Squibb, spoke at The Conference Board's Organizational Impact on Social Change Issues online conference)*

# Health savings accounts (HSAs) finally catching on and paying off big for those who participate

■ The average balance for this savings tool: \$17,926

The proof is in the payoff! For any employees who remain skeptical that having a health savings account (HSA) is a smart move, be sure to share these balance benchmarks.

When you consider that 61% of Americans have been surprised by a medical bill, HSAs can be a lifesaver.

## Funding benchmarks

Of course, employees aren't the only ones footing the bill. So how do those contributions break down?

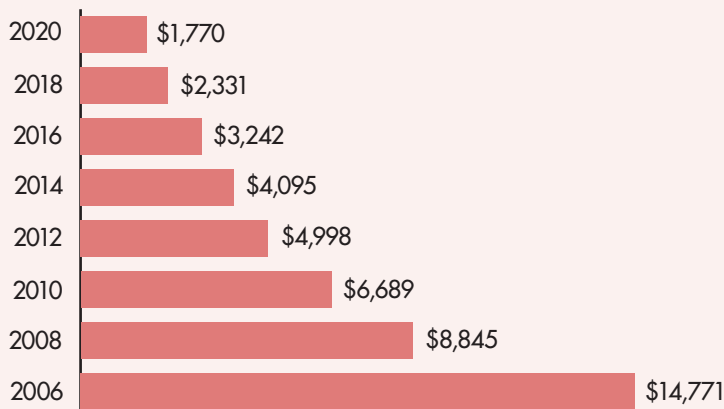
Check how your participants' accounts compare to these stats to see if you're in line with your peers:

- 59% of all HSA dollars came from the employee (\$2,054 on average)
- 26% came from employer contributions (\$840 average), and
- 12% came from an individual account not associated with an employer.

Note: The rest came from IRA rollovers and other sources.

## SHOW 'EM HOW IT GROWS

Average Health Savings Account Balance by the Year the Account Opened



Source: Devinir Research's "2020 Year-End HSA Market Statistics & Trends Executive Summary"

That upward trend should continue since last year 49% of accounts contributed more than they withdrew from their health savings account. In 2020, the average contribution was \$1,738, while the average withdrawal was \$1,255.

## Sharpen your judgment...

### THE DECISION

(please see case on Page 2)

Yes, Bill's company was able to get the money back from its bank from the forged checks.

A trial court had dismissed the suit saying the company failed to exercise proper care to prevent itself from being a victim of fraud.

On appeal a judge reversed the decision, saying the bank was liable because it accepted a check endorsed in a name other than the payee on the front.

Under state law in this case, a business assumes a risk of loss when it entrusts an employee with checks made out to the business.

The state's laws also say banks are shielded from liability if a check made out to an employer is signed by an employee in a manner "purporting to be that of the employer" and the bank takes reasonable care in accepting the check in good faith. That was not the case here.

### Analysis: Know your bank's policies

Because of the bank's automated deposit procedures, checks under a certain amount didn't get reviewed by someone who would've seen the payee and endorser's signature didn't match.

It may be time to go over your bank's procedures with a fine-toothed comb to look for anything that could lead to loss of company money. Let them know if you find anything amiss.

**Cite:** Severin Mobile Towing Inc. v. JPMorgan Chase Bank, 65 Cal. App. 5th 292, No. 37-2017-00031451-CU-MC-CTL, 6/9/21. Dramatized for effect.

# Experts give their solutions to difficult workplace problems

*Finance professionals like you face new questions every day on how to deal with everything from accounting and tax regulations to management and employment law issues. In this section, experts answer those real-life questions.*

## Same Day ACH: I know it's fast, but is it safe?

**Q:** We like the convenience of Same Day ACH, but does the speed of the transactions put us at higher risk?

**A:** Nacha's security measures have been in place with each new enhancement, including Same Day ACH. While on the one hand, increasing the speed and frequency of settlement could lead to operational risks for financial institutions, on the other hand, that same speed and frequency provide additional opportunities for recovery during the same day, notes Nacha's Peter Hohenstein.

Nacha implemented the first phase of Same Day ACH nearly five years ago, with enhancements following every year since then. A few months after a new phase is introduced, Nacha's Risk Management Advisory Group conducts "post-implementation" surveys with financial institutions.

The questions:

1. Have you seen an increase in Same Day ACH fraud that is directly attributable to the enhancement that has just been implemented?

2. If yes, is the increase measurable or anecdotal?

Nacha has never received a "yes" response from the financial institutions that participate in the surveys, reports Hohenstein.

Nacha concludes that the risk controls an organization uses for

ACH generally also seem to be effective for Same Day ACH.

## Anonymous complaints sound similar; now what?

**Q:** After reviewing several anonymous whistleblower complaints, we noticed their similar language. We don't want to simply dismiss the complaints, but we're skeptical. How should we proceed?

**A:** If the language or content of anonymous whistleblower complaints is similar or identical, you could be dealing with a hoax, says Jay Dubow, who co-chairs Troutman Pepper's Securities Investigations and Enforcement Practice Group.

Collaborate with your cybersecurity and internal audit teams to evaluate the complaints and ensure they aren't related to ransomware or a cybersecurity attack, says Dubow.

Generally when you receive a whistleblower claim, a prompt and thorough investigation should be done by counsel to determine whether the allegations are substantiated.

Dubow warns: If you suspect whistleblower complaints are actually attempts to circumvent your company's cybersecurity controls, discuss with counsel whether an investigation should be done on a limited basis, or not at all. Remember to thoroughly document all steps taken.

*If you have a question you'd like our experts to answer, email it to Jennifer Azara at [jazara@CFODailyNews.com](mailto:jazara@CFODailyNews.com)*

## COMMUNICATION KEYS

### ■ Don't talk much with others in C-Suite? You're not alone

It's a good idea to periodically schedule touchbase time with other key execs at your company. However, some of your peers haven't made it a habit.

A survey by consulting firm Ernst & Young found a notable number of CFOs have limited or no effective collaboration with their organization's:

- Chief Human Resources Officer (52%)
- Chief Marketing Officer (44%)
- Chief Operations Officer (36%), and
- Chief Information Officer (24%).

**Info:** [go.ey.com/3r5AUlv](http://go.ey.com/3r5AUlv)

### ■ Meeting monopolizer? Get-tough tips to handle them

People who frequently take over meetings by dominating the conversation can keep other important input and ideas from being heard.

If subtle coaching is ineffective:

- ask the individual not to talk unless called on by name, or
- mute that person on conference calls (and of course explain why it's being done first).

**Info:** [bit.ly/talk609](http://bit.ly/talk609)

### ■ Responding respectfully to off-target ideas

Not every idea is a goldmine. When explaining why someone's idea won't work, it's important to:

- point out what obstacles/questions would need to be addressed, and
- thank the employee and provide direction that encourages them to come up with a better idea.

**Info:** [bit.ly/idea609](http://bit.ly/idea609)

## Recent developments that can help your business stay ahead

### New report ranks top commercial lenders

Community banks emerged as the real MVP for many businesses with the way they handled the PPP loan process.

But who's the best of the best? The Independent Community Bankers of America's 2021 list of Top Lenders ranked them for you.

Check out the top 10 commercial lenders with less than \$500 million in assets:

1. Canyon Community Bank, National Association (Tucson, AZ)
2. FinWise Bank (Murray, UT)
3. VisionBank (St. Louis Park, MN)
4. BankVista (Sartell, MN)
5. Metro Phoenix Bank (Phoenix, AZ)
6. Flagship Bank (Clearwater, FL)
7. Capitol National Bank (Lansing, MI)
8. The Mint National Bank (Kingwood, TX)
9. One World Bank (Dallas, TX), and
10. Farmers & Stockmens Bank (Clayton, NM).

*Info:* For full results, go to [independentbanker.org/2021/07/who-made-icbas-2021-list-of-top-lenders](https://independentbanker.org/2021/07/who-made-icbas-2021-list-of-top-lenders)

### Study: Your peers doing more with auto deferral

Open enrollment is almost here again! Which means you're likely thinking about the best ways to maximize your retirement plan.

Have you implemented automatic annual deferral rate increases to get employees saving more?

Two-thirds of automatic enrollment plans have, according to Vanguard's 2021 *How America Saves* report.

Where your peers set the bar: 57% of plans now default employees

at a deferral rate of 4% or higher. Compare that to just 30% of plans back in 2011.

*Info:* You can download the report at [institutional.vanguard.com/how-america-saves/overview.html](https://institutional.vanguard.com/how-america-saves/overview.html)

### Firm on hook for \$2.6M for biometric misstep

Employers that use biometric tools for employee time tracking, tread carefully. Many of your peers are finding themselves in legal hot water for those practices.

The latest: TopGolf, which just agreed to pay a staggering \$2,633,400 to more than 2,600 employees.

The claim? That the employer's finger-scan timetracking system violated the Illinois Biometric Information Privacy Act.

*Cite:* Burlinski and Miller on behalf of themselves and all other persons similarly situated, known and unknown, v. Top Golf USA Inc. at [storage.courtlistener.com/recap/gov.uscourts.ilnd.369526/gov.uscourts.ilnd.369526.98.0.pdf](https://storage.courtlistener.com/recap/gov.uscourts.ilnd.369526/gov.uscourts.ilnd.369526.98.0.pdf)

### T&E benchmark: Trip booking lead time

You know when it comes to business travel, the early bird gets the better deals.

So just how far in advance are your peers' road warriors locking in?

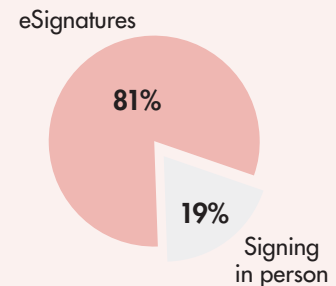
Eight days is the current average booking lead time for business trips, says new data from TripActions.

To orient you, that's still tighter than the usual pre-COVID average of 12 days, but exponentially better than at the height of pandemic where it sat at just one day.

*Info:* For the complete TripActions report, go to [tripactions.com/blog/](https://tripactions.com/blog/)

### MEASURE UP

Business owners that will choose eSignature over signing in person once Covid-19 is behind us



Source: An airSlate survey of 1,000 U.S. business owners and individuals

Here's one holdover from the pandemic that should stick! E-signatures are here to stay for most.

The main obstacle you might face and want to tackle head on? Concerns over security.

*tripactions-summer-business-travel-recovery-report*

### Lighter side: I scream, you scream ...

We're in the dog days of summer now, and many folks likely have ice cream on the brain.

For a little levity, try sharing these ice cream puns with your finance team:

- "I'm skipping dinner and getting straight to the pint."
- "Did you hear about the ice cream bandit? He's one smooth cream-in-al."
- "I've already had one ice cream today, so this is my secondary."
- "I wrote my dessert-ation on ice cream puns."

Maybe even hold a little contest to see who can come up with the best pun of their own.

*Info:* [rd.com/article/ice-cream-puns](https://rd.com/article/ice-cream-puns)