ChecklistGuro

Accounts Receivable Collections Checklist

Customer Data & Invoice Verification

Verify that all invoices are accurate, contain correct billing details, and are properly matched with purchase orders before initiating contact.

Invoice Number

Write something...

Customer Name

Write something...

Invoice Date

Enter date...

Invoice Amount

Enter a number...

Verification Status

- [ ] Verified
- [ ] Discrepancy Found
- [ ] Pending Third-party Approval

Supporting Documentation (PO/Delivery Receipt)

Upload File

Notes on Discrepancies

Write something...

Aging Report Analysis

Review the Accounts Receivable Aging Report to identify overdue accounts and categorize them by delinquency period (30, 60, 90+ days).

Report Date

Enter date...

Aging Category Filter

- [ ] Current
- [ ] 1-30 Days Overdue
- [ ] 31-60 Days Overdue
- [ ] 61-90 Days Overdue
- [ ] 90+ Days Overdue

Total Delinquent Amount

Enter a number...

High-Risk Account ID

Write something...

Summary of Findings

Write something...

Aging Report Export (CSV/PDF)

Upload File

Initial Follow-up & Reminders

Execute the standard communication sequence, including friendly email reminders and automated notifications for upcoming or recently missed due dates.

Reminder Date Sent

Enter date...

Reminder Type

- [ ] Email Reminder
- [ ] Phone Call
- [ ] SMS/Text Message
- [ ] Physical Letter

Contact Person Name

Write something...

Summary of Communication

Write something...

Follow-up Actions Taken

- [ ] Invoice Resent
- [ ] Payment Link Provided
- [ ] Dispute Noted
- [ ] Requested Call Back

Copy of Sent Correspondence

Upload File

Dispute Management & Resolution

Identify and document any discrepancies, billing errors, or product/service disputes that are preventing customer payment.

Dispute Category

- [ ] Pricing Discrepancy
- [ ] Damaged/Incorrect Goods
- [ ] Missing Documentation
- [ ] Service Delivery Issue
- [ ] Duplicate Invoice

Dispute Reference Number

Write something...

Dispute Details & Root Cause

Write something...

Dispute Resolution Deadline

Enter date...

Supporting Evidence (e.g., Photos, Email Threads)

Upload File

Resolution Approval Signature

Direct Communication & Negotiation

Perform outbound calls to high-priority delinquent accounts and negotiate payment plans or settlement terms where necessary.

Customer Contact Name

Write something...

Communication Channel Used

- [ ] Phone Call
- [ ] Email
- [ ] Video Conference
- [ ] In-person Meeting

Negotiation Summary

Write something...

Negotiation Outcome

- [ ] Payment Promised (Full)
- [ ] Payment Plan Agreed
- [ ] Dispute Raised
- [ ] No Response/Follow-up Required

Agreed Payment Date

Enter date...

Agreed Payment Amount

Enter a number...

Proof of Agreement/Correspondence

Upload File

Collector Acknowledgment

Payment Receipt & Application

Process incoming payments (ACH, Check, Credit Card) and ensure they are accurately applied to the correct customer invoices in the accounting system.

Date of Payment Received

Enter date...

Payment Reference Number

Write something...

Total Amount Processed

Enter a number...

Payment Method

- [ ] ACH/Wire Transfer
- [ ] Credit Card
- [ ] Check
- [ ] Bank Deposit

Applied Invoices

- [ ] Invoice #1001
- [ ] Invoice #1002
- [ ] Invoice #1003

Proof of Payment/Remittance Advice

Upload File

Notes on Discrepancies or Short-payments

Write something...

Processor Verification

Credit Limit & Risk Assessment

Evaluate the creditworthiness of delinquent customers and update credit limits or payment terms based on recent payment behavior.

Customer Credit Rating

- [ ] Low Risk
- [ ] Medium Risk
- [ ] High Risk
- [ ] Critical/Impaired

Current Credit Limit Amount

Enter a number...

Reason for Credit Limit Adjustment

Write something...

Risk Assessment Notes

Write something...

Next Credit Review Date

Enter date...

Supporting Credit Report or Financial Statement

Upload File

Credit Manager Approval

Escalation & Write-off Procedures

Follow the formal escalation workflow for non-responsive accounts, including third-party collections or bad debt write-off approvals.

Date of Escalation Trigger

Enter date...

Escalation Level

- [ ] Level 1: Manager Notification
- [ ] Level 2: Department Head Review
- [ ] Level 3: Legal/Collections Agency

Reason for Write-off or Escalation

Write something...

Total Amount to be Written Off

Enter a number...

Supporting Documentation (e.g., Dispute Proof or Legal Notice)

Upload File

Authorized Approver Signature

Reporting & Documentation

Update all communication logs in the CRM/ERP and prepare the weekly collection summary report for management review.

Report Generation Date

Enter date...

Collection Period

- [ ] Weekly
- [ ] Monthly
- [ ] Quarterly

Total Value of Overdue Receivables

Enter a number...

Summary of Collection Activities

Write something...

Updated Aging Report Attachment

Upload File

Accounting Manager Approval