ChecklistGuro

Order-To-Cash (O2C) Workflow Checklist

Order Management & Validation

Verify customer purchase orders, check product availability, and confirm pricing accuracy before processing.

Purchase Order (PO) Number

Write something...

Order Priority

- [ ] Low
- [ ]
- [ ] High
- [ ] Urgent

Order Receipt Date

Enter date...

Total Order Value

Enter a number...

Validation Checklist Items

- [ ] Price matches Master Price List
- [ ] SKU/Item description is accurate
- [ ] Shipping address is verified
- [ ] Tax requirements identified

Customer Purchase Order Document

Upload File

Validator Signature

Credit Management & Approval

Review customer credit limits, perform credit checks for new orders, and approve or hold orders based on credit risk.

Customer Credit Risk Rating

- [ ] Low Risk
- [ ] Medium Risk
- [ ] High Risk

Requested Credit Limit Amount

Enter a number...

Credit Reference Documents

Upload File

Credit Review Date

Enter date...

Credit Approval Justification

Write something...

Credit Manager Approval Signature

Order Fulfillment & Shipping

Coordinate with warehouse teams to pick, pack, and ship goods, ensuring all shipping documentation is complete.

Order Fulfillment Date

Enter date...

Shipping Method

- [ ] Standard Ground
- [ ] Express Shipping
- [ ] Freight/LTL
- [ ] Local Pickup

Items Packed Verification

- [ ] Inventory Picked
- [ ] Quality Control Passed
- [ ] Packaging Complete
- [ ] Labeling Applied

Shipping Manifest / Bill of Lading

Upload File

Tracking Number

Write something...

Warehouse Manager Approval

Invoicing & Billing

Generate accurate invoices based on fulfilled orders, ensure correct tax application, and distribute invoices to customers promptly.

Invoice Issue Date

Enter date...

Invoice Number

Write something...

Billing Method

- [ ] Email
- [ ] Paper Mail
- [ ] Customer Portal

Total Invoice Amount

Enter a number...

Tax Components Included

- [ ] VAT/GST
- [ ] Sales Tax
- [ ] Service Tax
- [ ] None

Copy of Finalized Invoice (PDF)

Upload File

Billing Discrepancy Notes

Write something...

Billing Supervisor Approval

Accounts Receivable Management

Record payments received, monitor aging reports, and manage the matching of incoming funds to outstanding invoices.

Date of Payment Received

Enter date...

Payment Amount

Enter a number...

Payment Method

- ☐ Bank Transfer
- ☐ Credit Card
- ☐ Check
- ☐ ACH

Customer Reference Number

Write something...

Reconciliation Status

- [ ] Matched to Invoice
- [ ] Partial Payment
- [ ] Unallocated Funds

Proof of Payment/Remittance Advice

Upload File

Notes on Discrepancies or Adjustments

Write something...

Accountant Review Signature

Collections & Dispute Resolution

Execute follow-up procedures for overdue accounts and investigate and resolve any billing discrepancies or customer disputes.

Date of Follow-up Contact

Enter date...

Follow-up Method

- [ ] Email
- [ ] Phone Call
- [ ] Physical Letter
- [ ] In-person Visit

Customer Response Summary

Write something...

Dispute Details & Resolution Plan

Write something...

Dispute Reason

- [ ] Pricing Discrepancy
- [ ] Damaged Goods
- [ ] Incorrect Quantity
- [ ] Missing Documentation
- [ ] Service/Delivery Delay

Supporting Documentation (e.g., Email Threads/Photos)

Upload File

Collector Authorization

Revenue Recognition & Reconciliation

Ensure revenue is recorded in the correct accounting period and reconcile total sales recorded against bank deposits.

Revenue Recognition Period

Enter date...

Revenue Recognition Method

- [ ] Accrual Basis
- [ ] Cash Basis
- [ ] Percentage of Completion

Total Revenue Amount to Reconcile

Enter a number...

Discrepancy Notes

Write something...

Supporting Bank Statement

Upload File

Controller Approval