

AR Collections Workflow Assessment

1. Customer Credit Policies

Credit Approval Workflow

Credit Limits & Terms

Risk Scoring Method

Exceptions Process

AR Collections Workflow Assessment

2. Invoicing Process Review

Invoice Creation Workflow

Invoicing Timeliness

Accuracy & Completeness Checks

Delivery Method

AR Collections Workflow Assessment

3. Collections Workflow

Dunning Process Steps

Follow-Up Cadence

Communication Templates Used

Collections Team Capacity

AR Collections Workflow Assessment

4. Dispute Management

Dispute Intake Workflow

Root Cause Categories

Resolution Timelines

Escalation Procedures

AR Collections Workflow Assessment

5. Payment Method Optimization

Accepted Payment Methods

ACH/CC Adoption Rate

Merchant Fees Considerations

Customer Payment Preferences

AR Collections Workflow Assessment

6. AR Aging & Risk Indicators

Aging Breakdown

Weighted DPD Score

High-Risk Customer Flags

Write-Off Trends

AR Collections Workflow Assessment

7. Collections Performance Metrics

DSO

CEI

Promise-to-Pay Tracking

Collector Productivity Metrics

AR Collections Workflow Assessment

8. System & Automation Review

AR System Used

Automation Opportunities

Integration Gaps

Reporting Limitations

AR Collections Workflow Assessment

9. Collections Maturity Score

Process Standardization

Automation Level

Data Quality

Overall Maturity Rating

AR Collections Workflow Assessment

10. Recommendations & Next Steps

High-Impact Improvements

Quick Wins

Long-Term Strategy