

Accounts Receivable & Customer Credit Risk Checklist

A practical checklist for customer setup, credit limits, collections, aging and bad-debt exposure

- ☒ _____
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How to use this checklist

This checklist is designed as a practical fieldwork aid for accounts receivable & customer credit risk. Use it to prepare interviews, structure testing and document areas requiring deeper evidence. A checked box should mean the point was considered and supported - not simply that a question was asked.

SIMPLE STATUS KEY

- ☐ **Done** Evidence supports the point
- ☐ **Review** More evidence or clarification needed
- ☐ **N/A** Not applicable - document why

Customer and credit setup

- ☐ **01** Customer master data is verified and approved.
- ☐ **02** Credit limits reflect documented assessment and risk appetite.
- ☐ **03** Limit changes require authorized approval.
- ☐ **04** Related parties and high-risk customers are identified.
- ☐ **05** Credit insurance/guarantees are tracked where used.

AUDITOR NOTES / EVIDENCE

Order and collections

Order and collections

- ☐ 06 Credit holds are system-enforced or exceptions controlled.
- ☐ 07 Over-limit orders require explicit approval.
- ☐ 08 Cash application is timely and accurately matched.
- ☐ 09 Collection actions follow aging and risk priorities.
- ☐ 10 Disputes are tracked separately from genuine credit risk.

Risk prompts

- What could fail even if the documented procedure looks adequate?
- Where can one person initiate, change and approve the same outcome?
- Which exceptions are common enough to have become normal practice?
- What data pattern would indicate control bypass or management override?

TESTING NOTES / EXCEPTIONS

Monitoring

- ☐ 11 Aging is reviewed by customer, region and salesperson.
- ☐ 12 Repeated limit overrides are analyzed.
- ☐ 13 Past-due balances with new sales are challenged.
- ☐ 14 Bad-debt provisions are supported by current evidence.
- ☐ 15 Concentration risk and top exposures are reported to management.

Evidence to retain

- ☐ 01 Relevant system reports or extracts with source and period visible.
- ☐ 02 Approval/workflow evidence for selected high-risk items.
- ☐ 03 Screenshots or logs supporting key control steps and exceptions.
- ☐ 04 Reconciliations or reperformance showing how the conclusion was reached.
- ☐ 05 Management explanation only where corroborated or clearly identified as explanation.

Use data to challenge the checklist

Where transaction data is available, do not rely only on samples. Run targeted tests that identify unusual behavior, control bypass and concentrations. Adapt the tests below to the process and available fields.

- ☐ **01** Trend exceptions by user, approver, location, vendor/customer or month.
- ☐ **02** Identify transactions just below approval or policy thresholds.
- ☐ **03** Search for duplicates, repeated round values and unusual timing.
- ☐ **04** Compare master-data changes with subsequent transactions or payments.
- ☐ **05** Review override, manual-entry and emergency/urgent indicators.
- ☐ **06** Investigate outliers that combine multiple risk indicators.

RED-FLAG RULE

A red flag is not proof of wrongdoing. Treat it as a reason to obtain more evidence. Combine pattern, business context, approval history and supporting records before reaching a conclusion.

Completion and conclusion

Before you close the checklist

- ☐ **01** All material exceptions have an evidence reference.
- ☐ **02** Open questions have an owner and due date.
- ☐ **03** Control design issues are separated from isolated execution errors.
- ☐ **04** Recurring exceptions have been considered for root cause and systemic impact.
- ☐ **05** The conclusion is proportionate to evidence and business risk.
- ☐ **06** Any issue requiring escalation has been communicated promptly.

FINAL CONCLUSION

Overall assessment / key message:

Owner / follow-up date:
