

Where could revenue be slipping through the gaps?

A practical checklist for smaller businesses reviewing claims, credits, recoveries and follow-ups. Use it to identify where clearer responsibilities, better information or more consistent processes could help.

This is a self-review tool. It highlights questions worth investigating; it does not establish that money is owed or calculate recoverable amounts.

Ownership and deadlines

Does each claim, credit or recoverable amount have a named owner?

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Are submission deadlines, required evidence and follow-up dates recorded?

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Visibility and records

Can you see what is outstanding, disputed, overdue or completed?

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Are amounts, status and next actions recorded consistently?

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Can someone else understand the position without relying on one person's memory?

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Checklist continued

Evidence and follow-up

Is supporting evidence easy to locate?

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Are follow-ups recorded with a date, owner and next action?

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Is there a clear way to escalate unresolved items?

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Reconciliation and learning

Are receipts or credits reconciled against the amounts expected?

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Are unresolved differences reviewed?

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Do you review recurring causes of missed or delayed recovery?

☐ Yes ☐ Partly ☐ No ☐ Not applicable

These suggestions are based on your answers and are a starting point for discussion, rather than a professional review.

Plan your next steps

Use this space to record the areas you choose to investigate, responsibilities and next actions.

Area to review	What needs attention	Owner	Next action	Review date