MONTH-END BILLING CLOSE CHECKLIST

Close every month with clean invoices and numbers you can trust.

25 steps across five stages, from locking the cutoff to reconciling billing with accounting. Assign an owner to each step, check it off each month, and finish with a close you don't have to redo.

Why the month-end close matters

The month-end close is where every handoff from the month shows up at once. A change that never reached billing, a credit with no end date, a payment applied to the wrong invoice: each one becomes an invoice error, a dispute, or a number that doesn't reconcile. A consistent close catches them before customers do, and gives leaders numbers they can trust.

How to use this checklist

- Work through the five steps in order. Steps 1 and 2 happen before invoices are created.
- Write an owner next to every item, by role, so nothing depends on memory.
- Check each item off every month, then sign off on the last page.
- Any item you can't check off is a gap worth fixing before next month.

STEP 01

Before the close

Set the timing and lock what goes into this month's invoices.

	CHECKLIST ITEM	OWNER	DONE
1	Confirm the close calendar: billing run date, cutoff date for account changes, and who signs off.		☐
2	Lock the cutoff for account changes. Anything approved after the cutoff moves to next month.		☐
3	Confirm every deal closed this month has a complete handoff and is set up in billing.		☐
4	Confirm go-live and start dates for new customers, so first invoices start on time.		☐
5	Review renewals, price increases and contract end dates that take effect this month.		☐

STEP 02

Account changes and usage

Make sure billing reflects every change the customer agreed to.

	CHECKLIST ITEM	OWNER	DONE
6	Confirm every approved upgrade, downgrade, add-on and cancellation is entered in the billing system.		☐
7	Confirm credits and discounts are approved, applied correctly, and have an end date where needed.		☐
8	Pull, review and load usage or overage data before invoices are created.		☐
9	Check prorations on a sample of changed accounts.		☐

STEP 03

Invoice run

Catch errors before customers do.

	CHECKLIST ITEM	OWNER	DONE
10	Run a draft (pre-bill) report and compare it with last month. Investigate any large swings.		☐
11	Spot-check a sample of invoices against contracts for price, quantity and payment terms.		☐
12	Confirm billing contacts, addresses, PO numbers and tax details are correct.		☐
13	Confirm sales tax is applied correctly by customer and location.		☐
14	Hold any invoice with missing information and resolve it before sending.		☐
15	Send invoices, confirm delivery, and follow up on any that bounce.		☐

STEP 04

Cash and accounts receivable

Turn invoices into cash and know where every dollar stands.

	CHECKLIST ITEM	OWNER	DONE
16	Apply every payment received this month and clear unapplied cash.		☐
17	Match payment processor payouts, including fees, refunds and chargebacks, to bank deposits.		☐
18	Review failed card and ACH payments, and start retries and customer outreach.		☐
19	Review AR aging. Every past-due account has a named owner and a next step.		☐
20	Log every open dispute with its status and owner, working with Customer Success.		☐

STEP 05

Reconcile, report and improve

Close with numbers you can trust and a plan for next month.

	CHECKLIST ITEM	OWNER	DONE
21	Reconcile the billing system to the accounting system for revenue, AR and cash.		☐
22	Reconcile billed revenue to contracted revenue, and confirm the active customer list matches.		☐
23	Confirm cancelled customers have no active subscriptions and no invoices after their end date.		☐
24	Prepare the month-end report: billed, collected, AR aging, credits issued, account changes and open issues.		☐
25	Hold a short close review: what went wrong, what to fix next month, and update the process document.		☐

Close sign-off

Month closed	
Items completed (out of 25)	
Open items carried to next month	
Prepared by	
Reviewed and approved by	
Date	

Automate the repetitive steps

Most of this checklist doesn't need to be done by hand every month. Once the process runs the same way each time, much of it can run on its own:

> **Change capture:** account changes flow from your CRM or request form into billing, with no re-keying.

> **Pre-bill checks:** automated reports compare this month's draft invoices with last month's and flag big swings.

> **Cash matching:** payments and processor payouts match to invoices and bank deposits automatically, leaving only exceptions to review.

> **Follow-up:** failed payment retries and past-due reminders go out on schedule.

> **AI review:** AI can summarize exceptions, compare invoices against contract terms, and draft the month-end report for a person to review.

> **What right looks like:** a close that runs on a calendar, with automation handling the routine work, people reviewing the exceptions, and numbers that reconcile the first time.

Want help with your month-end close?

A checklist shows what needs to happen. The bigger win is a close that runs on its own. I map your current close, fix the handoffs that cause rework, and build the automation and practical AI that take manual work off your team, with people reviewing anything that affects what customers pay.

Start with an Operations Assessment

A one-time review of how your customer lifecycle runs today, from sales handoff through collections, including billing, the month-end close, revenue leakage, and where automation and AI can take manual work off your team. You get clear findings and prioritized recommendations. For more details, visit www.onestopsourcinggroup.com.

Book a 30-minute call at www.onestopsourcinggroup.com