PROFITEDGE SYSTEMS · ADMINISTRATION

The Month-End Exception Review

A working checklist for independent retailers and dealers — built on one idea: month-end problems are not created at month-end.

Every exception found at the close was created weeks earlier, back when somebody still remembered it. No report recovers that. Only moving the review closer to the activity does — which is what this sheet is for.

1 Set your thresholds
What counts as an old work order in one shop is normal in another. Start where a manageable number of real exceptions surface.

2 Give every line a name
The department creating or controlling an activity owns the first review of it. Accounting verifies the financial effect.

3 Run the rhythm
A short daily huddle and one weekly review, on page two. Every item leaves with a reason or with a name and a date.

BEFORE YOU BUILD ANYTHING

Five questions worth answering first

If these are unclear, you can have excellent reports and still do the same cleanup every month. The information exists; the process around it does not.

01	What exactly are we looking for?	
02	How often should somebody review it?	
03	What makes something unusual enough to investigate?	
04	Who is responsible for following up?	
05	What happens after we find one?	

THE DISTINCTION EVERYTHING RESTS ON

Open is not the same as needs attention

An item does not belong on an exception list simply because it is open. This is where most exception reviews come apart.

OPEN AND UNDER CONTROL

- Waiting on a known backordered part
- The customer has already been updated
- The expected date is known
- A future review date is already set

OPEN AND NEEDS ACTION

- No clear next action
- Unusually long without activity
- Waiting on us, not on anyone else
- A customer commitment has been missed
- Somebody needs to step in

Do not work a report top to bottom because that is the order the system printed it in. Decide the question, filter out what is under control, narrow to what needs action, then prioritise what is left.

WHAT IT LOOKS LIKE ON A CALENDAR

The rhythm

Two habits rather than a project. Keep the huddle to five or ten minutes — it is clearing the road so the day can run, not a walk through reports.

Daily huddle

FIVE TO TEN MINUTES

- [ ] Completed work not yet delivered or invoiced — OWNER ....
- [ ] Jobs opened with no status or next step — OWNER ....
- [ ] Customer orders ready with no completed customer contact — OWNER ....
- [ ] Deliveries committed for today — OWNER ....

Weekly review

WITH THE PEOPLE WHO OWN THE LINES

- [ ] Work orders open past your threshold, with the reason — threshold: ______ days — OWNER ....
- [ ] Inventory adjustments over your dollar limit — limit: $ ________ — OWNER ....
- [ ] Quotes or orders sitting with no next step — OWNER ....
- [ ] Receivables past terms, listed by who owns them — OWNER ....

Before the close

CONFIRMING, NOT DISCOVERING

- [ ] Open credits still unresolved — OWNER ....
- [ ] Deposits not yet reconciled — OWNER ....
- [ ] Balances that do not look right — OWNER ....

When you are prioritising what is left

A missed promise or due date · A delay we control · Time since meaningful activity · Customer impact · Dollars involved · Age

An open-work-order report may run 150 jobs. The weekly review may only need the twelve that are past your threshold, have no clear next action, or need somebody to step in. That is the difference between a report and a review.

Three things decide whether this is still running in six months

The person leading it can act on it

A review loses credibility fast when whoever runs it cannot resolve what it finds. Usually the department manager closest to the work, not the owner.

The findings are real

A clean list is not the goal; resolved exceptions are. A falsely clean report is worse than an obviously unfinished one, because it creates confidence.

It stays short enough to hold attention

If it runs an hour, narrow what qualifies — do not stop reviewing. Six things somebody acts on beat sixty nobody finishes.