Knowledge Transfer Plan

Accounts payable specialist, Finance

Filled-in example. The company, systems, suppliers, roles, document numbers and dates are invented, chosen to show how much each section should say.

Role	Accounts payable specialist, Finance	**Reason**	Resignation, four weeks' notice
Leaving	Accounts payable specialist	**Receiver(s)**	Accounts assistant; one task to the office manager
Plan owner	Finance manager	**Plan agreed**	2026-11-02
Last day	2026-11-27	**Handover files**	Finance > Handover > Accounts payable

1. Handover summary

- **What the role is for:** pays the company's suppliers correctly and on time, and keeps supplier balances right for the month-end close.
- **What must keep running after the last day:** the weekly payment run, the bank detail checks on new suppliers and the November close.
- **Who signs off the handover:** the finance manager.

2. Knowledge inventory

Task or knowledge	How often	If it stopped	Who else can do it	Priority
Weekly supplier payment run in the accounting system and the bank portal	Weekly, Thursday	Suppliers go unpaid; late fees and calls	Finance manager, rarely	1
Check bank details when a supplier is set up or changes them	2 or 3 times a month	A fake bank detail change could send a payment to a fraudster	No one else does the call-back check	1
Month-end list of accruals for the close	Monthly, last working day	The close is late or the accounts are wrong	No one	1
Year-end supplier tax forms	Once a year, January	A missed filing deadline	No one; last done 10 months ago	1
Enter and match supplier invoices from the accounts payable inbox	Daily	A backlog within a week	Accounts assistant, partly	2
Answer supplier statement queries	Weekly	Suppliers chase the finance manager instead	Accounts assistant, partly	2
Monthly reminders for expense card receipts	Monthly	Expense reports come in late	Office manager	3

3. How each task moves

Task	Receiver	How it moves	Due	Proof it moved
Weekly payment run	Accounts assistant	Recorded during a real run in week 1, with the leaver explaining each check. The receiver runs it in week 3 with the leaver watching, then alone in week 4.	Week 4	The receiver ran the week 4 payment run alone; the finance manager approved it in the bank portal with no corrections.
Bank detail checks	Accounts assistant	Supplier setup recorded in week 1. The call-back rule written as a decision table in SOP-AP-003.	Week 2	The receiver set up one real supplier and logged the call-back to the number already on file.
Month-end accruals	Accounts assistant	The leaver writes the list of recurring accruals and why each one exists, then walks the receiver through October's file.	Week 4	The receiver prepared November's accruals list; the finance manager found nothing missing.
Year-end tax forms	Finance manager	The leaver records a walk-through of last year's files and report screens, without filing anything, and writes the steps and deadlines as a checklist.	Week 3	Recording and checklist saved, and the filing date is in the finance calendar. Proven only in January: see section 8.
Invoice entry	Accounts assistant	Recorded once in week 1. The receiver shadows for two days, then enters invoices with the leaver checking.	Week 2	The receiver cleared the inbox two days running with no corrections.
Statement queries	Accounts assistant	The receiver sits in on queries for two weeks. The leaver lists the three suppliers with special terms and why.	Week 3	The receiver answered a week of queries; the leaver checked each reply.
Expense card reminders	Office manager	A short note and the reminder email template.	Week 1	The office manager sent November's reminders.

4. Week-by-week schedule

Week	The leaver	The receiver	The plan owner
1	Records the payment run, a supplier setup and invoice entry while doing them for real. Lists the recurring accruals.	Watches the recordings. Shadows invoice entry.	Confirms the inventory and priorities. Raises the access requests.
2	Introduces the receiver to the supplier contacts. Checks the receiver's invoice entry.	Enters invoices. Sets up one supplier, with the call-back.	Checks the first supplier setup.
3	Watches the receiver do the payment run. Records the year-end walk-through.	Does the payment run with the leaver watching. Takes over statement queries.	Reviews the year-end checklist.
4	Answers questions only. Access ends on the last day.	Does the payment run alone. Prepares November's accruals list.	Approves the payment run. Signs off the plan.

5. Access, accounts and tools

System or account	Used for	Moves to	How	Done
Accounting system, accounts payable role	Invoices, supplier records, payment runs	Accounts assistant	IT grants the role at the finance manager's request	Week 1
Bank portal, payment preparer	Preparing the weekly payments	Accounts assistant	The bank's own form for adding a user, signed by the finance manager	Week 2
Accounts payable shared inbox	Supplier invoices and queries	Accounts assistant	IT adds the receiver as an owner	Week 1
Two supplier portals	Downloading statements	Accounts assistant	A new user on each portal; no shared passwords	Week 2

No passwords are written in this plan. The leaver's access to all four ends on 2026-11-27.

6. Contacts and relationships

Contact	Why they matter	Introduced by, when
Credit controller at the largest packaging supplier	Calls about overdue invoices; agreed the current payment terms	Leaver, by email, week 2
Purchasing team lead	Raises purchase orders and sorts out invoices that do not match them	Leaver, in person, week 1
External accountant	Asks for the year-end supplier report	Finance manager, by email, week 3
Bank relationship manager	Payment limits and adding portal users	Finance manager, week 2

7. Open work and upcoming dates

Item	Status	Next date	New owner
Disputed invoice from the packaging supplier	Credit note promised, not yet received	Chase on 2026-11-20	Accounts assistant
A supplier asked to change its bank details	Call-back not yet done; payment on hold	Before the next payment run	Accounts assistant
Year-end supplier tax forms	Not started	January; the date is in the finance calendar	Finance manager
Auditor's request list	Expected in December	When it arrives	Finance manager

8. Sign-off and after the last day

Done	Check	Notes
Yes	Every priority 1 task has its proof in section 3, or a written reason and a check date.	Year-end tax forms: check in January.
Yes	Recordings, guides and notes are saved in the handover folder, and the receiver can find them.	The receiver found each one without help.

Done	Check	Notes
Yes	All access in section 5 has moved, and the leaver's access ends on the last day.	
Yes	Every contact in section 6 has been introduced.	
Yes	Every item in section 7 has a new owner and a next date.	

- **Questions after the last day go to:** the finance manager. The leaver is leaving the company and is not on call.
- **Check-in date:** 2026-12-29, when the finance manager and the receiver go through the December payment runs and anything that came up.
- **Still open:** the year-end supplier tax forms. The finance manager does them in January from the recording and the checklist, with the receiver watching.

Role	Signature	Date
Leaver: accounts payable specialist	Signed	2026-11-27
Receiver: accounts assistant	Signed	2026-11-27
Plan owner: finance manager	Signed	2026-11-27

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