

AI review reply approval checklist

Check a draft before anyone posts it. This sheet works with a manually written or AI-assisted reply and does not generate, approve or send a response for you.

Use the worksheet

1. Give the draft an internal reference and version. Keep the original review and any private case evidence in your existing authorized systems; use only the minimum reference here.
2. Assess safety allegations, discrimination, threats, payment disputes and sensitive personal matters before drafting. Refer these to the responsible manager; do not ask an AI to decide the outcome.
3. For each check, mark Pass, Revise, Hold or Not applicable and record the needed change. Unknown facts and unapproved commitments require revision or a hold.
4. After editing, recheck the final version. Record the actual human decision and approved version; a completed checklist is not a platform approval.
5. The authorized publisher submits separately. Record Submitted and later Verified live as different events. If the text changes again, review that new version.
6. Use your own retention policy and restricted access. The downloaded file stays under your control; it does not grant Ajanslokal access or authorize publication.

Open and reuse

Download ai-reply-approval-checklist.csv and keep an untouched master copy. Open or import it as UTF-8, comma-separated CSV in your spreadsheet app. All columns are text; no formulas, macros or external data connections are included. Set reference, phone and date columns to Text if your app changes them. Delete synthetic example rows before using your own records. Add rows as needed and restrict access to completed copies.

CSV files do not preserve column widths or text wrapping. After importing, select the populated cells including headers and turn on wrapping (Google Sheets: Text wrapping > Wrap in the toolbar). Widen columns containing long descriptions and check that every row is fully visible. Save your working copy in the spreadsheet application's native format to retain this layout; downloading it again as CSV does not retain formatting.

Worked decision

Synthetic draft: "Your refund will arrive today." If no authorized refund decision and timing exist, hold that promise. A narrower response can acknowledge the concern and explain how to contact the business privately without claiming that a refund was approved.

Scope and privacy

Do not post private reviewer information or disclose private case records. A generic reply is not appropriate for every sensitive case. No response-time, legal compliance or ranking guarantee is made.

Sources checked October 18, 2026

- <https://support.google.com/business/answer/3474050?hl=en>
- <https://support.google.com/contributionpolicy/answer/7400114?hl=en>

Printable records

Keep completed copies private. Examples are illustrative, not customer results. Print at actual size on Letter or A4. Copy blank records as needed.

Record 1 / 8

Draft reference	
Version	
Check	Facts are supported by the review or verified business records
Decision	
Required change	
Reviewer role	
Review date	
Submitted date	
Live check date	

Record 2 / 8

Draft reference	
Version	
Check	No invented visit, employee, remedy or result
Decision	
Required change	
Reviewer role	
Review date	
Submitted date	
Live check date	

Record 3 / 8

Draft reference	
Version	
Check	No private names, order details or sensitive records
Decision	
Required change	
Reviewer role	
Review date	
Submitted date	
Live check date	

Record 4 / 8

Draft reference	
Version	
Check	Refund, discount or timing promises have actual authority
Decision	
Required change	
Reviewer role	
Review date	
Submitted date	
Live check date	

Record 5 / 8

Draft reference	
Version	
Check	Reply addresses the stated issue without blame or pressure
Decision	
Required change	
Reviewer role	
Review date	
Submitted date	
Live check date	

Record 6 / 8

Draft reference	
Version	
Check	Correct business, language and intended public audience
Decision	
Required change	
Reviewer role	
Review date	
Submitted date	
Live check date	

Record 7 / 8

Draft reference	
Version	
Check	Sensitive issues have the responsible manager decision
Decision	
Required change	
Reviewer role	
Review date	
Submitted date	
Live check date	

Record 8 / 8

Draft reference	
Version	
Check	Final text approved; submission and live status tracked separately
Decision	
Required change	
Reviewer role	
Review date	
Submitted date	
Live check date	