

ACCOUNTS RECEIVABLE AND CREDIT POLICIES MANAGEMENT

“Optimize Cash Flow, Strengthen Credit Control, and Enhance Financial Stability.”

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

Effective Accounts Receivable (AR) and Credit Policy Management are essential to maintaining a healthy cash flow and minimizing financial risks. In today’s competitive business environment, organizations must balance the need to extend credit to customers with the responsibility of managing collections efficiently.

This comprehensive training provides participants with the knowledge and tools to implement best practices in credit assessment, receivables management, and debt collection. The course also focuses on how to establish effective credit policies, evaluate customer risk, and align receivables management with the overall financial strategy.

Through real-life case studies and interactive exercises, participants will gain the practical skills needed to improve working capital performance, reduce bad debts, and strengthen customer relationships — all while maintaining financial control and profitability.

Objectives

By the end of this course, participants will be able to:

- Understand the strategic role of accounts receivable in financial management.
- Develop and implement effective credit policies and control systems.
- Assess customer creditworthiness and manage credit risk.
- Apply best practices for managing receivables and collections.
- Optimize working capital through improved AR turnover.
- Handle disputes and delinquent accounts professionally.
- Use key performance indicators (KPIs) to monitor AR efficiency.
- Align credit management with organizational goals and cash flow strategy.

Why Attend

Maintaining an optimal balance between sales growth and credit exposure is vital for any organization's success. This course will equip you with actionable strategies to manage credit risk, accelerate collections, and enhance liquidity.

Participants will gain a deeper understanding of the interrelationship between credit policy, customer satisfaction, and profitability — enabling them to create a proactive, performance-driven receivables management system.

Target Audience

This training is designed for professionals involved in financial operations, cash flow management, and customer credit control, including:

- Accounts Receivable Officers and Managers
- Finance and Accounting Professionals
- Credit Controllers and Analysts
- Treasury and Cash Flow Managers
- Internal Auditors
- Financial Controllers
- Sales and Customer Relationship Managers
- Business Owners and Entrepreneurs

Individual Benefits

- Gain a practical understanding of credit and AR management processes.
- Improve cash flow and reduce days sales outstanding (DSO).
- Strengthen credit analysis and customer evaluation skills.
- Learn effective communication techniques for debt collection.
- Develop confidence in handling overdue accounts and disputes.
- Enhance your value as a finance professional in working capital management.

Organizational Benefits

- Improve liquidity through faster collections and reduced bad debts.
- Implement standardized credit and collection procedures.
- Strengthen financial control and cash flow predictability.
- Minimize credit risk exposure and write-offs.
- Enhance collaboration between finance, sales, and operations teams.
- Support sustainable business growth through disciplined credit policies.

Instructional Methodology

The program combines conceptual learning with real-world application through:

- Expert-led interactive presentations
- Group discussions and best-practice sharing
- Real-life case studies and problem-solving sessions
- Practical exercises in credit evaluation and AR management
- Role-playing in negotiation and debt recovery scenarios
- Continuous feedback and performance assessment

Course Outline

- Module 1: Overview of Accounts Receivable and Credit Management
- Module 2: Strategic Role of AR in Working Capital and Cash Flow
- Module 3: Developing Effective Credit Policies and Approval Systems
- Module 4: Credit Risk Assessment and Customer Evaluation Techniques
- Module 5: Receivables Management and Collection Best Practices
- Module 6: Handling Overdue Accounts, Disputes, and Bad Debts
- Module 7: Key Metrics and KPIs for Monitoring AR Performance
- Module 8: Integrating AR Management with ERP and Financial Systems
- Module 9: Legal and Ethical Aspects of Credit and Collections
- Module 10: Case Studies, Practical Applications, and Action Planning

Certification

Upon successful completion, participants will receive a Certificate of Completion in Accounts Receivable and Credit Policies Management, recognizing their ability to design and implement effective credit and receivables systems that improve financial performance and cash flow stability.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

In-House / Customized Training

Interested in running this course for your team?

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