

CREDIT MANAGEMENT, DEBT COLLECTION AND ACCOUNTS

RECEIVABLES TRAINING

When: 8th & 9th August 2024 (8:30am – 5:00pm)

Where: The Clarion Hotel, Nairobi

The accounts receivables is one of the most important parts of a company's statement of financial position. While revenue may be important, collection is equally important.

Our approach to this course is different. While many clients want to maximize on collecting what is already outstanding, we recommend a different perspective. Get the credit occurrence process right and collection will be easier. Sell/give loans to credible clients, accurate invoicing, proper customer care, legally binding debts, proper communication and ongoing practices are some of the unique steps that help in creating a healthy accounts receivables. Mistakes done by different departments are the major causes of poor collection.

By bringing all the stakeholders together and helping them realize their stake in collection, your accounts receivables will be healthy.

Learning outcomes;

- Working capital management.
- Risk vs uncertainty and their relationship to credit.
- How to perform proper due diligence.
- Preparation of a proper credit management policy.
- Implementation of a comprehensive credit management strategy.
- Different departments and their roles on credit collection.
- Conflicting interests.

Course Outline:

CREDIT AND DEBT OCCURRENCE

- Liquidity, risk and uncertainty.
- Importance of credit
- Credit best practices.
- Doubtful, uncollectible and bad debts.

MANAGING DEBT COLLECTION

- Purpose of credit control and debt collection.
- Defining the stages of credit.
- Supply chain links.
- Credit antecedents.
- Communication practices during collection.

DEPARTMENTAL ROLES IN CREDIT COLLECTION

- The role of the sales and marketing department.
- The role of the accounts and finance.
- The role of customer care and public relations.
- The role of legal and credit management department.

THE LAW OF CONTRACT

- Offer and acceptance.
- Breach of contracts.
- Legal and illegal contracts.
- Vitiating factors.

PROPER DUE DILIGENCE

- Understanding the types of relevant information.
- Trade references and customer visits.
- Third party reports and field sales reports.
- Financial statement analysis.
- Early warnings.

DEVELOPING A SUCCESSFUL CREDIT

- Best practice credit application.
- Policy templates and successful collection tools.
- Credit worthiness: a checklist of factors to be considered.

HANDLING CUSTOMER BEHAVIOR

- Examining the mindset of debtors and why they do not pay on time.
- Techniques of dealing with customer excuses and disputed accounts.
- Communication methods.
- Personal profiling.

PERFORMANCE, EFFICIENCY, ACCURACY AND SECURITY IMPROVEMENTS

- Techniques to increasing efficiency.
- Effective filing techniques.
- Developing effective performance measures for credit management and debt collection.
- Steps to minimize fraud in the accounts receivable and debt collection.

And much more!

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LEARNING EXPERIENCE;

- PowerPoint presentations.
- Group work.
- Participant's workshop presentations.
- Case studies.

Charges: Your investment for the 2 days comprehensive training is Ksh 35,000 Plus VAT per person, to cater for facilitation, training materials, writing materials, buffet lunch with a soft drink, water, tea/coffee, snacks and certification.

DISCOUNTS: Take advantage

- For every 3 people booking from the same organization, you get a 4th FREE slot.
- Get 10% off if you pay 7 days before the training date.



Payment Option: Payment to be made via cheque deposit, bank transfer or Mpesa Paybill (to be provided) by end of training.

This is a NITA approved training. Participating organizations can claim reimbursement of training fees in accordance with NITA rules and regulations.

How to register

For inquiries and reservation please get in touch with Mary on
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