

# € TRAINING

Accounts Receivable & Payable Best  
Practices : Managing the Cash Cycle





# Accounts Receivable & Payable Best Practices : Managing the Cash Cycle

## Introduction:

This program will provide a leading-edge forum for you to significantly improve your working capital management skills. You will gain a comprehensive range of very practical and highly effective tools and approaches that can be immediately implemented upon your return to work.

## Course Objectives:

At the end of this course the participants will be able to:

- Work effectively with the fundamentals of accounts payable, accounts receivable, financial accounting, and the supply chain
- Understand and apply the fundamentals of effective transactional management systems
- Review and comment on payment methods and cash management
- Understand the need to incorporate risk and uncertainty into transactional processing and cash flow management
- Identify best practice across all industries by examining case studies from across the globe

## Targeted Audience:

- Finance Executives
- Accountants
- Others who are working within Transactional Finance, Accounts Payable or Accounts Receivable process or who wish to develop a practical toolkit to complement their existing professional or technical skills

## Course Outlines:

### Unit 1: An Introduction To Accounts Receivable:

- Working Capital and Cash Management
- Understanding "the cost of credit"
- The "order to cash" process
- Understanding "risk" in "credit"
- Accounts Receivable and effective customer service
- Identifying underperforming areas to increase customer satisfaction

### Unit 2: Customers and Trading Terms:

- Terms of trading
- Tools and techniques of financial analysis: ratios; trends; common size analysis
- The best performance measure - cash or profit?
- Financial distress and the Altman's Z score-type analyses
- Trend analysis
- Value-added analysis of the financial statement

### Unit 3: Developing Effective Strategies to Maximize Cash Collection:

- Identifying effective "pre-delinquency" collection campaigns
- Defining "post-delinquency" activities
- Customer sensitive collection strategies
- Collection techniques and letter cycles
- Appropriate internal and external escalation steps
- Using workflow management to maximize collector performance

#### Unit 4: Practical Collection Tools and Techniques:

- Eliminating barriers to payment
- Recognizing excuses and delaying tactics
- Providing solutions to non-payment
- Telephone collection techniques
- Negotiation skills for successful collections
- Building relationships with customers

#### Unit 5: Managing the Receivables Ledger:

- Developing effective internal relationships to maximize performance
- Setting targets and tracking performance
- Managing information that dazzles
- Defining meaningful KPIs
- Latest Developments in Accounts Receivable

#### Unit 6: Accounts Payable, Financial Accounting, and the Supply Chain:

- Accounting and financial information: Accounts Payable in context
- Sources of finance
- The supply chain
- Financial position and financial performance
- Cash flow and Working Capital
- Why is cash flow so important?

#### Unit 7: Achieving World-Class in Accounts Payable Processes:

- Defining Best Practice in AP
- Moving beyond P2P
- Managing Risk
- Principles of Best Practice
- End to End AP Process
- Defining the issues in Accounts Payable

#### Unit 8: Improving Invoice Processing and Operational Management:

- Invoice Handling and Approval Processes
- Verifying invoice data
- Paying "low value" items
- How to avoid duplicate payments
- Does Petty cash management belong in Accounts Payable?

#### Unit 9: Harnessing Technology in Accounts Payable Processes:

- Master Vendor File Management - getting it right from the start
- Travel & Entertainment
- Policy management
- Cash advances and employee reimbursement
- Process improvement through imaging and workflow
- Using the internet for AP effectiveness

## Unit 10: Making the Payments and Maintaining the Relationships

- Communications & Customer Relations
- Payments status information for vendors and internal customers
- Improving Procure to PayP2PCycle
- Payments and Payment Solutions: Accounts Payable or Treasury?