ACCOUNTS RECEIVABLE



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Introduction

The Accounts Receivable Training Course builds the operational skill and control discipline that keeps cash flowing into an organisation on time. Receivables holds a large share of many balance sheets, and slow collection, unmanaged credit, and poor dispute handling quietly drain working capital and increase bad debt. This course walks through the receivables cycle from credit approval to cash application and collection. It covers invoicing accuracy, ageing analysis, collections technique, and dispute resolution. Furthermore, it applies credit limits, dunning routines, ledger reconciliation, and internal controls. In addition, it addresses provisions, write-offs, and performance measurement. As a result, participants protect cash, reduce days sales outstanding, and improve customer relationships.

Accounts Receivable Course Objectives

- Explain the receivables function and its place in the order-to-cash cycle.
- Apply credit assessment, credit limits, and customer onboarding checks.
- Issue accurate invoices and credit notes aligned with contract terms.
- Apply cash application and unallocated receipt resolution techniques.
- Analyse receivables ageing and categorise exposure by risk.
- Apply collection techniques and structured dunning routines.
- Handle disputes, deductions, and short payments systematically.
- Reconcile the receivables subledger with the general ledger.
- Apply provisioning, impairment, and write-off treatment correctly.
- Measure receivables performance using days sales outstanding and other indicators.

Course Methodology

- Interactive lectures with practical receivables and collections cases.

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- Credit assessment and ageing analysis workshops.
- Cash application, dispute, and deduction resolution exercises.
- Collection call and negotiation simulations with role-play.
- Structured peer review with facilitator feedback on collection strategy.

Who Should Take This Course

- Accounts receivable officers and credit controllers.
- Collections and cash application staff.
- Accountants responsible for receivables and provisions.
- Finance controllers and shared services staff.
- Sales and commercial staff managing customer accounts.
- Internal auditors reviewing receivables controls.

Accounts Receivable Course Outlines

Day 1: The Receivables Cycle and Credit Management

- Order-to-cash cycle from order to collection.
- Receivables position in the accounting records.
- Customer onboarding and credit assessment basics.
- Credit limits, credit terms, and risk categories.
- Trade references, credit reports, and guarantees.
- Holding, releasing, and reviewing credit limits.
- Case study: assessing a customer's creditworthiness.

Day 2: Invoicing and Cash Application

- Invoice preparation and accuracy checks.
- Contract terms, milestones, and billing triggers.
- Credit notes, adjustments, and re-billing.
- Receipt processing and payment matching.
- Unallocated and unidentified receipt resolution.
- Customer portal and electronic payment channels.
- Workshop: applying a batch of receipts to open invoices.

Day 3: Ageing, Collections, and Dunning

- Ageing analysis and exposure categorisation.
- Priority setting by value, age, and risk.
- Structured dunning cycles and escalation steps.
- Collection call preparation and negotiation approach.
- Written reminders and demand letters.
- Payment plans and instalment arrangements.
- Workshop: handling a difficult collection conversation.

Day 4: Disputes, Deductions, and Controls

- Common dispute causes and root analysis.
- Unauthorised deductions and short payments.
- Dispute logging, ownership, and resolution workflow.
- Segregation of duties in receivables operations.
- Authorisation controls for credits and write-offs.
- Fraud indicators in receipts and customer accounts.
- Workshop: resolving a disputed invoice end to end.

Day 5: Reporting, Risk, and Performance

- Receivables subledger to general ledger reconciliation.
- Expected credit loss and provisioning basics.
- Bad debt assessment and write-off procedures.
- Days sales outstanding and ageing metrics.
- Collection effectiveness indicators and targets.
- Automation, e-invoicing, and dunning systems.
- Course review, assessment, and action planning.

Conclusion

By successfully completing Accounts Receivable, participants will gain a thorough understanding of the order-to-cash cycle, credit management, invoicing and cash application, ageing and collections, dispute and deduction handling, internal controls, and receivables reporting. They will also acquire practical skills in credit assessment, cash application and reconciliation, collections and dunning, and receivables control and performance measurement. In addition, the course prepares them to protect cash flow and reduce overdue balances. Gentex Training Center delivers this programme with a strong focus on practical collection discipline and measurable working capital improvement.

FAQs for Accounts Receivable course

Q1 What is the "Accounts Receivable" course about?

It is a five-day programme on managing money owed to the organisation and collecting it efficiently. It covers the order-to-cash cycle, credit assessment and limits, invoicing and cash application, ageing analysis, collection and dunning routines, dispute handling, receivables controls, and reporting.

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Q2 What are the key benefits of the "Accounts Receivable" course?

Participants reduce overdue balances and bad debt while keeping customer relationships intact. The course lowers days sales outstanding, improves cash application accuracy, cuts unallocated receipts, speeds dispute resolution, strengthens control over credits and write-offs, and gives the team clear performance indicators to manage against.

Q3 What skills will I gain from the "Accounts Receivable" course?

Participants gain credit assessment and credit limit management, invoice issuing, cash application and receipt matching, ageing analysis, collections and dunning, and dispute, deduction and control management. These four skills cover the practical core of receivables work.

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Q4 What tools, methods, or standards are covered in the "Accounts Receivable" course?

The course covers the order-to-cash cycle, credit assessment and credit scoring basics, trade references and credit reports, credit limits and terms, holding and releasing credit blocks, invoice preparation and billing triggers, credit note and re-billing processing, receipt processing and payment matching, unallocated receipt resolution, customer portals and electronic payment channels, ageing analysis and exposure categorisation, structured dunning cycles and escalation steps, collection call preparation and negotiation techniques, reminder and demand letters, payment plans and instalment arrangements, dispute logging and resolution workflows, unauthorised deduction handling, segregation of duties in receivables, authorisation controls for credits and write-offs, fraud indicators in receipts, receivables subledger to general ledger reconciliation, expected credit loss and provisioning basics, bad debt assessment and write-off procedures, days sales outstanding, ageing metrics, collection effectiveness indicators, and e-invoicing and dunning automation.

Q5 How is the "Accounts Receivable" course applied in real-world practice?

Participants apply the methods to live customer accounts. They assess credit requests, set and review limits, issue invoices and credit notes, apply and allocate receipts, run ageing reports, work collection lists in priority order, send reminders and escalate, log and resolve disputes, reconcile the subledger, and calculate provision requirements. Many leave with an ageing report template, a dunning schedule, and a dispute log ready to use.