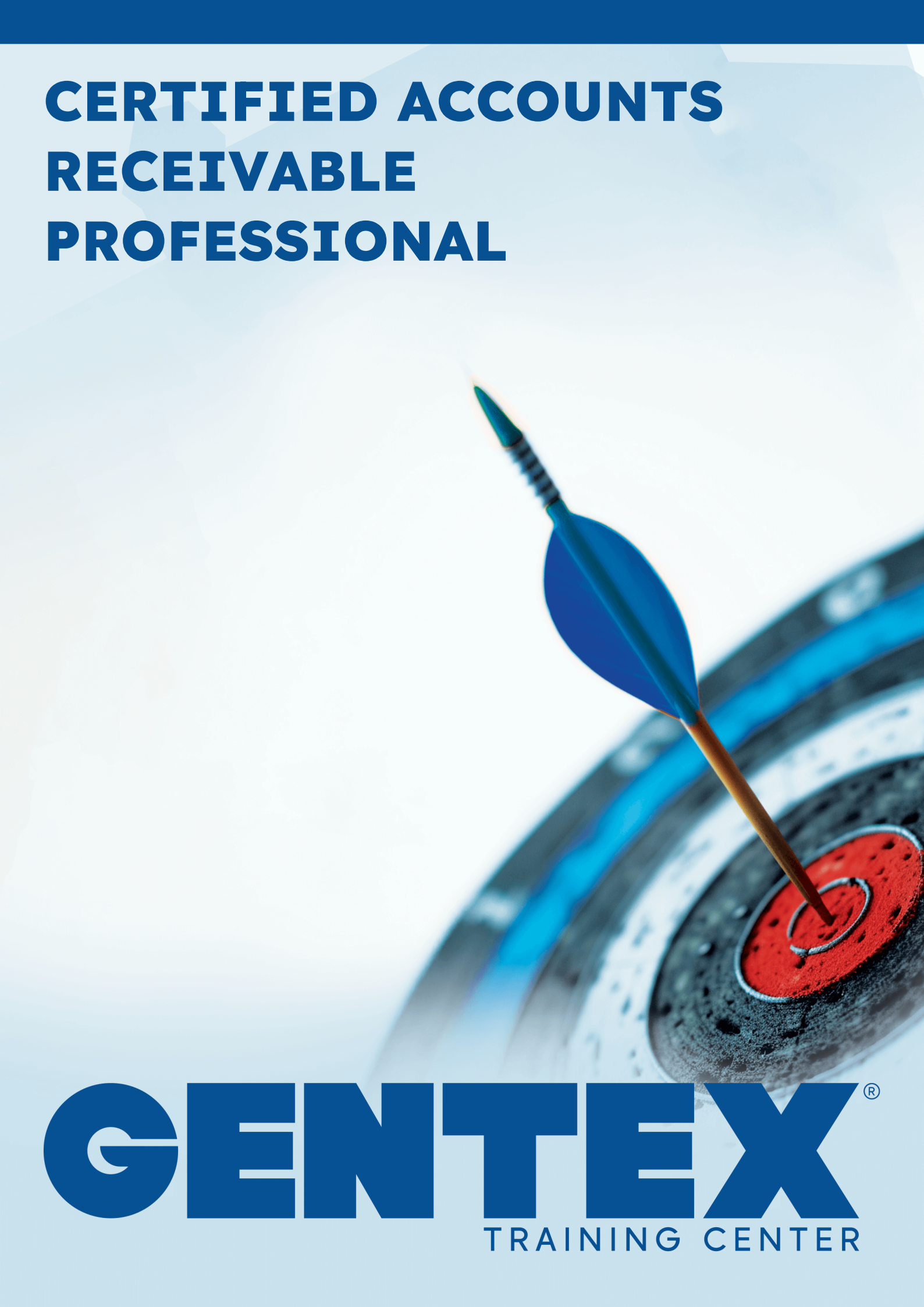
CERTIFIED ACCOUNTS RECEIVABLE PROFESSIONAL



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TRAINING CENTER

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Introduction

Certified Accounts Receivable Professional Training Course builds the professional competence and control discipline that defines a capable receivables specialist. Receivables holds cash that the business has already earned, and slow collection, unmanaged credit, and poor dispute handling drain working capital quietly. Errors there produce overdue balances that grow, bad debts that consume margin, and customer relationships that strain unnecessarily. This course develops the skill that prevents those outcomes. It covers credit assessment, invoicing, and cash application. Furthermore, it applies ageing analysis, collection techniques, dispute resolution, and internal controls. In addition, it develops provisioning, reporting, and performance measurement. As a result, participants collect cash efficiently and handle customers professionally.

Certified Accounts Receivable Professional Course Objectives

- Explain the receivables role within 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 structured collection and dunning routines effectively.
- Resolve 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 DSO and related indicators.

Course Methodology

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- Interactive lectures with practical receivables and collections cases.
- 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 specialists.
- Accountants responsible for receivables and provisions.
- Finance controllers and shared services staff.
- Commercial staff managing customer accounts.
- Professionals preparing for receivables certification.

Certified Accounts Receivable Professional Course Outlines

Day 1: The Receivables Cycle and Credit Control

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

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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 rules.
- Unallocated and unidentified receipt resolution.
- Customer portals and electronic payment channels.
- Workshop: applying a batch of receipts to open invoices.

Day 3: Ageing Analysis, 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 cause analysis.
- Unauthorised deductions and short payment handling.
- 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 Professional Practice

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

Conclusion

By successfully completing Certified Accounts Receivable Professional, participants will gain a thorough understanding of the order-to-cash cycle, credit control and assessment, invoicing and cash application, ageing analysis and collections, dispute and deduction handling, internal controls, and receivables reporting. They will also acquire practical skills in credit assessment and credit limit management, invoice issuing, cash application and receipt matching, and collections, dispute resolution and receivables reporting. In addition, the course prepares them to perform as a confident, certified receivables professional. Gentex Training Center delivers this programme with a strong focus on practical collection discipline and measurable working capital improvement.

LEARN BOLD. **LEAD BEYOND**
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FAQs for Certified Accounts Receivable Professional course

Q1 What is the "Certified Accounts Receivable Professional" course about?

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

Q2 What are the key benefits of the "Certified Accounts Receivable Professional" 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 builds confidence in performance reporting.

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

Participants gain credit assessment and credit limit management, invoice issuing, cash application and receipt matching, and collections, dispute resolution and receivables reporting. These four skills cover the practical core of receivables work.

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

The course covers the order-to-cash cycle, credit assessment and credit scoring basics, trade references and credit reports, credit limits and terms, credit hold and release routines, invoice preparation and billing triggers, credit note and re-billing processing, receipt processing and payment matching rules, 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 and customer accounts, receivables subledger to general ledger reconciliation, expected credit loss and provisioning basics, bad debt assessment and write-off procedures, days sales outstanding, ageing performance metrics, collection effectiveness indicators, and e-invoicing and dunning automation.

Q5 How is the "Certified Accounts Receivable Professional" 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, escalate through dunning cycles, 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