# REVENUE COLLECTION



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# Introduction

Revenue Collection Training Course prepares public and private sector staff to collect what is owed efficiently, fairly and on time. Participants learn how to manage receivables, reduce arrears and protect cash flow without damaging customer relationships. The programme covers billing accuracy, collections strategy, arrears segmentation, payment channels, negotiation, legal escalation and revenue assurance. Furthermore, it addresses internal controls, fraud and leakage risks, performance measurement and reporting. As a result, delegates can run a collection function that improves recovery rates and protects revenue. Gentex Training Center delivers the programme through practical workshops and applied collection case work.

# Revenue Collection Course Objectives

- Apply billing accuracy controls and revenue reconciliation routines.
- Segment debtors by risk, value and ageing profile.
- Design collection strategies and contact programmes for each segment.
- Apply negotiation and payment arrangement techniques to recover arrears.
- Evaluate payment channels and digital collection options.
- Apply legal escalation, enforcement and write-off procedures.
- Detect revenue leakage, fraud and abuse in collection processes.
- Apply internal controls, segregation of duties and audit trails.
- Measure collection performance using recovery rate and ageing metrics.
- Report collection performance and forecast cash inflow to management.

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## Course Methodology

The course combines technical briefings with hands-on collection workshops and applied case studies. Participants design a collections strategy, work through negotiation scenarios and build a collection performance dashboard. In addition, structured role-play and peer review sharpen practice, and each day closes with an applied collection task.

## Who Should Take This Course

- Revenue, collections and credit control officers.
- Billing, accounts receivable and treasury staff.
- Public revenue, tax and municipal collection officers.
- Customer service and debt recovery team leaders.
- Internal auditors and control staff reviewing revenue processes.
- Consultants and advisers supporting revenue improvement programmes.

## Revenue Collection Course Outlines

## Day 1: Billing Accuracy and Revenue Foundation

- Revenue sources, billing cycles and assessment processes.
- Billing accuracy controls and data quality checks.
- Revenue reconciliation and unapplied receipt clearing.
- Customer master data and account integrity.
- Dispute, query and adjustment handling procedures.
- Revenue assurance principles and leakage points.
- Workshop: mapping a billing process and identifying leakage risks.

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## Day 2: Receivables Management and Arrears Segmentation

- Accounts receivable ageing analysis and reporting.
- Debtor segmentation by risk, value and behaviour.
- Provisions, write-offs and bad debt assessment.
- Credit limits, deposits and guarantee arrangements.
- Early intervention triggers and reminder cycles.
- Collection key performance indicators and targets.
- Workshop: analysing an aged debt ledger and segmenting debtors.

## Day 3: Collection Strategy and Customer Engagement

- Collection strategy design by segment and channel.
- Contact programmes: letters, calls, messages and visits.
- Negotiation techniques and instalment arrangement design.
- Handling hardship, vulnerability and disputed debt.
- Managing difficult conversations and complaint escalation.
- Payment channels, digital collection and self-service options.
- Workshop: designing a collection strategy and negotiation script.

## Day 4: Enforcement, Controls and Revenue Protection

- Legal escalation routes and enforcement options.
- Debt recovery agencies and outsourcing governance.
- Internal controls, segregation of duties and authorisation limits.
- Fraud, collusion and revenue leakage detection.

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- Audit trails, evidence retention and investigation files.
- Cash handling controls and secure payment reconciliation.
- Workshop: reviewing controls and drafting a revenue protection plan.

## Day 5: Performance Measurement, Forecasting and Reporting

- Collection performance metrics and benchmarking.
- Recovery rate, days sales outstanding and ageing ratios.
- Cash inflow forecasting and collection target setting.
- Collection dashboards and management reporting packs.
- Team targets, incentives and performance review.
- Presenting collection performance and improvement plans.
- Workshop: presenting a collection performance review to management.

## Conclusion

By successfully completing Revenue Collection Training Course, participants will have acquired the knowledge to bill accurately, recover arrears effectively and protect revenue from leakage. They will understand receivables management, debtor segmentation, collection strategy, negotiation, enforcement, internal controls and performance measurement, and they will know how to report collection performance with evidence. As a result, delegates improve recovery rates and cash flow. Gentex Training Center builds the programme around current collection practice.

## FAQs for the Revenue Collection course

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## Q1 What is the "Revenue Collection" course about?

It covers how owed revenue is collected effectively. You learn billing accuracy and revenue assurance, receivables ageing and debtor segmentation, collection strategy and negotiation, payment channels, legal escalation and enforcement, internal controls and collection performance measurement.

## Q2 What are the key benefits of the "Revenue Collection" course?

You gain a structured collection approach rather than ad hoc chasing. You also improve billing accuracy and reduce disputes, recover arrears faster with segmented strategies, close leakage and fraud gaps, handle vulnerable customers properly, and report recovery performance that management can act on.

## Q3 What skills will I gain from the "Revenue Collection" course?

You will gain billing accuracy control and revenue assurance, receivables ageing analysis and debtor segmentation, collection strategy design and arrears negotiation, and enforcement, internal control and collection performance reporting.

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## Q4 What tools, methods, or standards are covered in the "Revenue Collection" course?

The course covers billing accuracy controls and revenue reconciliation routines, accounts receivable ageing analysis, risk and value based debtor segmentation, bad debt provisioning and write-off assessment, credit limit and deposit arrangements, early intervention triggers and reminder cycles, instalment arrangement design, payment channel and digital collection options, legal escalation and enforcement routes, recovery agency governance, segregation of duties and authorisation limits, fraud and leakage detection techniques, cash handling and payment reconciliation controls, recovery rate and days sales outstanding metrics, and cash inflow forecasting.

## Q5 How is the "Revenue Collection" course applied in real-world practice?

Graduates apply it to review billing processes and clear reconciliation backlogs, analyse aged debt and prioritise collection effort, design contact and negotiation programmes, agree instalment arrangements with struggling customers, escalate cases to legal or agency channels, strengthen controls over cash and receipts, and report recovery rates and cash forecasts to management.