

Maintaining Good Finances & Win-Win Relationships

# Account Receivables Good & Best Practices

**Benchmarking with Good & Best Practices  
Enhancing Productivity & Goal Achievement**

**2 Week Training Program**

- **Operational Focus**
- **Strategic Focus**
- **Process Approach**
- **KPIs**

## **A 2 Week Training Program**

### **Program Overview**

This program will provide you a Complete Understanding of Accounts Receivables Management. The Business Continuity, Short Term View, the Long Term View and the eEnabled Account Receivables Aspects.

You will Understand how Managing Accounts Receivables is Important for Organizational Financial Planning & Health – While at the same time Maintaining Good Relationship with Customers, Suppliers & Contractors, Employees, Maintain Organization Reputation and Generally Reduce Costs of Doing Business. It will provide you the Good and Best Practices in the Area.

### **Program Content**

1. The Account Receivables Big Picture
2. Account Receivables Processes
3. Internal & External Customer Expectations from Accounts Receivables
4. Documenting the Step by Step Working of Each of the Accounts Receivables Processes
5. Understanding the Interfaces of the Account Receivables Processes with the Other Organizational processes
6. Incorporating Productivity Enhancement Checklists and Forms into the Accounts Receivables Processes
7. Identifying the Risks in Accounts Receivables Processes
8. Setting Up System of Controls (including eControls) and Effective Communications in the Accounts Receivables Processes
9. Pricing and Contract Conditions for Customers with Bad Accounts Payable History
10. “How well we are Performing?” Analysis
11. KPIs for Accounts Receivables Processes
12. Classification and Rating of Customers based on Accounts Receivable History, and, Using Third Parties
13. Improving the Accounts Receivables Processes
14. Performance Reporting of the Accounts Receivables Process

### **Workshop 1**

Outline Action Plan to Implement Program  
Communicated Good and Best Practices  
**Workshop 2**

Advanced Topics? More Details on Some  
Above Issues Important for Participants  
(Customized for each Participant Group)  
Increasing Productivity through Using  
Standard Forms, Templates, Checklists to  
Perform the IP Processes  
Performance Management System to  
Measure Level of Performance in the Above  
Processes? we will develop the KPIs for the  
Above Processes  
Planning & Implementing a  
Departmental/Functional Knowledge Base?  
For IP Rights and Methods? Key to  
Achieving Quality Service  
Performance/Repeatability and Superior  
Performance in Our Organization  
Your Individualized Action Plan for  
Implementing Good Practices and Best  
Practices Discussed throughout the Program  
Enhanced Program Recommendations

#### Who Should Attend?

**If you are Responsible for Accounts Receivables whether as Professional, Supervisor, Manager, Management Analyst or Auditor you will** take away a good multi-discipline understanding of the issues involved. Participants will include Accountants, Accounts Receivable Staff, Finance Professionals, Section Heads, Team Leaders, Managers, Management Analysis, Consultants and Auditors.

Program will help you become productive quickly and in building a knowledge framework that will help you identify, understand, classify and remember the Good and Best Practices.

**Implementation Teams:** This program can be used to train implementation teams... when a new project or initiative is being started in your organization; when a new strategic focus is being initiated; just prior to a consultant being hired to advise the organization

#### Program Outcomes and Take-Away/s

Euro Training is in the business of providing practical useful training programs. Programs that

1. Help the participant implement improvements in his organization.
2. Help the participant gain Multi-discipline understanding of the issues so that he can incorporate the needs and expectations of all his stakeholders/ customers in his improvement proposals and actions.
3. Help build a knowledge framework in which job related experience can be caught and remembered as his experience.

#### Benefits to Organization

Sending participant/s to this program will benefit the organization in the following ways

1. Quickly makes the participants competent, effective and productive on his job. Useful especially for
  1. Training New employees
  2. Competency Building in Existing Employees Transferred to a New Assignment
  3. Training Prior to a New Project or Initiative Planned in the Organization
2. Create Competency in the employee to perform his job well. including in relation to
  1. Relevant Technical Knowledge, Skills and Competencies
  2. Organizations' Strategic Objectives
  3. Needs and Expectations of the Stakeholders/ Customers (internal & external)
  4. Good Management Practices
  5. Identifying opportunities to Exceed Stakeholder/ Customer Expectations

## Account Receivables Good & Best Practices Training Program (FIN705-2)

3. Create a pool of trained manpower that can cost-effectively disseminate the knowledge to a large number of employees inside the organization. This is made possible by Euro Training's unique, easy to understand and easy to use methodology, based on *checklist and quality assurance* approaches.
4. Euro Training instructors often act as mentors for the participants. It's the most effective way to ensure effective competency development and the subsequent application of those competencies on the job, by your motivated staff. We do have consultants available across Americas, Europe, Asia and Africa (Please inquire about our post program mentoring plans).

### Participant Individual Career Benefits

1. You gain a multi-discipline understanding of the issues. Meaning when you make proposals and decisions on your related job you will keep in mind the needs and expectations of ALL the stakeholders/customers (internal & external)
2. Understanding and acting with understanding of the Needs and Expectations of your stakeholders/customers is known to to enhance Job Satisfaction and reduce Monday Morning Blues.
3. As one of your stakeholders/customers is Executive Management, the program ensures that you know the strategic imperatives that drive the organization's efforts in your relevant job area.

### This Program is Intended for...

**Those new to the field** take away a good multi-discipline understanding of the issues involved in their work. It helps them in becoming productive quickly and in building a knowledge framework that will help them

identify, understand, classify and remember on the job learning and experiences.

**More experienced participants** take away an individualized action plan as mentioned in the previous sections.

**Implementation Teams:** This program can be used to train implementation teams...

1. when a new project or initiative is being started in your organization
2. when a new strategic focus is being initiated
3. just prior to a consultant being hired to advise the organization

### Registration Recommendations

**Team Nominations:** This program aims to ensure the participants have their individualized improvement plan at the end of the program. So, foreseeing the effort involved, anticipating resistance and implementation requirements, it is recommended that the organization nominate **at least two participants together** (three will be more desirable) for this program.

It is anticipated that these 2 or more participants will work together as a team or provide mutual support in order to implement the action plan.

**Single nominations** will also be accepted for the program. Single nominations are typically used to -

1. Develop personnel skills in critical skills and methodologies covered in this program.
2. Train individuals for leadership roles in business units or departments. This program will help the participant coach and lead his team in these critical skills and methodologies. (The program typically does not cover coaching skills but provides the related technical understanding in an easy to communicate manner).

### For Latest Program Schedule Email:

[fin700-2@EuroTraining.com](mailto:fin700-2@EuroTraining.com)

[www.eurotraining.com/bro/fin700-2.php](http://www.eurotraining.com/bro/fin700-2.php)

<b>REGISTRATION FORM</b>	
<b>Program:</b>	<b>Account Receivables Good &amp; Best Practices Training Program (FIN705-2)</b>
Location Where Attending:	
Program Dates:	
Whether Participant will Consider Alternate date if one requested is not available:	
Participant Name Prefix: Mr/Ms/Mrs	
Participant Name:	
Participant Job Title:	
Participant Department & Section:	
Participant Employer/ Company:	
Participant's Present Job Responsibilities:	
Participant Email Address:	
Participant Mobile Number:	
<u>Sponsored by:</u>	
Sponsoring Company:	
Job Title of Sponsoring Authority:	
Name of Sponsoring Authority:	
Email of Sponsoring Authority:	
Fax of Sponsoring Authority:	
Telephone Nos. of Sponsoring Authority:	
Web Site of Sponsoring Company:	
Invoice Reference:	
Invoicing Address:	

## REGISTRATION INFORMATION

1. To register: Please send us an official letter confirming registration (on organizational letterhead or Authorized Email).
2. Program Fee is
  - o USD \$8,900 per participant and includes Course Materials, Certificate, Refreshments and Lunch. (Fee at London, Paris and Kula Lumpur is \$9,790 per participant)
3. Accommodation & Taxes/VAT (if applicable) is not included in Program fee. Special rates will be available at venue hotel for the participants.
4. Special discount of 10% is offered for participants who pay their fees at least 45 days before start of the program.
5. Refund will not be considered where the participants cancel his registration less than 3 weeks before start of the program. Alternate nominations will be allowed anytime before program start.
6. All participants are required to fill in Participant Information form - on first day of the program. Each program Undergoes Customization to Better Meet Participant Present and Future Career Needs. Please be prepared to let the Instructor/s know about your organization's Special Needs, Interests or Initiatives.
7. It is always useful for participants to bring their existing problems or case studies, work-process flow charts or job related problems for discussion - consideration will be at sole discretion of the program director/s.
8. Provisional Registration: You can make a provisional registration by sending us an email – an official registration request can be made within 2 weeks. This will ensure we will reserve a seat. All provisional registrations automatically cancel 2 weeks before program start.
9. Please note: No Live Voice Requests for Registration or Provisional Registrations.