

PRACTICAL CREDIT MANAGEMENT AND DEBT RECOVERY

Key focus

1. Create effective credit policies
2. Assess credit risks
3. Operate the sales ledgers
4. Develop customer complaints procedures
5. Analyze customer complaints
6. Use effective telephone and letter collection techniques
7. Measure collection performance
8. Handle litigation and insolvency

Who will benefit

This course is suitable for staff of finance departments, credit managers, credit controllers and other financial executives who are tasked to plan and manage credit and debt collection.

Take The Next Step

Day one

1. Controlling Your Credit

- ▶ Understanding credit
- ▶ Why credit is important to business
- ▶ Coping with bad debt and inflation
- ▶ What credit costs your business
- ▶ Allowing discounts for early settlement

0900-1030

Morning tea break

1030-1045

2. Creating a Credit Policy

- ▶ The aims of a credit policy
- ▶ Learning about credit terms
- ▶ Conditions of sale which can
- ▶ Method of payments

1045-1300

3. Assessing Credit Risk

- ▶ Putting new account forms into practice
- ▶ Obtaining credit information

Lunch

1300-1400

- ▶ Defining credit limits
- ▶ Categorizing risk

1400-1530

4. Dealing With Consumer Credit

- ▶ Exploring consumer credit agreements
- ▶ Assessing consumer credit applications

Afternoon tea break

1530-1545

- ▶ About credit cards and point of sale credit
- ▶ Repayment method and handling non-payment
- ▶ Knowing how to repossess goods

1545-1700

Take The Next Step

Day two

5. Profit from Customer Complaints

- ▶ Developing a complaints procedure
- ▶ Analyzing customer service to growth

0900-1030

Morning tea break

1030-1045

6. Making sure you get paid

- ▶ Preventing late payment
- ▶ Using effective telephone collection techniques
- ▶ Negotiating payments and handling customer visits

1045-1300

7. Coping with Litigation and insolvency

- ▶ Enforcing judgment

Lunch

1300-1400

- ▶ Warning signs to heed
- ▶ Understanding statutory demands

1400-1530

Afternoon tea break

1530-1545

8. Getting to Know Commercial Law

- ▶ How to sale of goods acts affect
- ▶ An insight into supplementary laws
- ▶ Explaining guarantees and indemnities
- ▶ Comprehending limited liability

1545-1700

Take The Next Step