LEARNING OBJECTIVES

- Associate the importance of the billing, pricing, and credit memo process to accounts receivable best practices
- Differentiate customer credit evaluation techniques
- Define and use the Altman Z score and other ratios in evaluating customers
- Recognize non-traditional methods to secure customer payment
- Recognize best practices of the collection function
- Associate the importance of internal controls with the payment application function

TOPICS COVERED

Section 1

- Written Policies and Procedures
- Accounts Receivable Process Overview
- Sales and the Accounts Receivable Management Process
- Best Practices – Sales Processes
- Credit
- Best Practices – Customer Credit Evaluation
- Tier 1 Customer Credit Analysis
- What Business Credit Reports are Available?
- Sample Tier 1 Credit Matrix
- Tier 2 Customer Credit Analysis
- Working with Internally Prepared Financial Statements
- Financial Ratio Analysis
- Altman Z Score

Section 2

- Sample Tier 2 Credit Matrix
- Credit Approval
- Credit Monitoring
- Best Practices – Customer Monitoring
- Methods to Secure the Sale
- Methods to Secure the Sale Best Practices
- Collections
- Collections Best Practices
- Account Reconciliation
- Accounts Receivable Administration
- Payment Application
- Bank Remittance Processing Options