

Accounts Receivable Best Practices: Planning & Execution

2027 6 – 2
London (UK)

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The Program Flow

Day 1: Foundations of Accounts Receivable Management

- Overview of the accounts receivable lifecycle.
- Understanding the role of AR in financial management.
- How AR affects cash flow, liquidity, working capital, and profitability.
- Key AR metrics and KPIs.
- Days Sales Outstanding, aging analysis, collection effectiveness, bad debt ratio, and dispute levels.
- Developing an effective AR strategy.
- Practical exercise: Assessing current AR performance and identifying improvement priorities.

Day 2: Credit Management and Policies

- Establishing clear credit policies.
- Defining credit approval processes, terms, responsibilities, and control points.
- Credit risk assessment techniques.
- Reviewing customer creditworthiness, payment history, and risk exposure.
- Managing credit limits.
- Implementing credit controls.
- Workshop: Creating a practical credit policy and credit control framework.

Day 3: Collections Strategies and Techniques

- Developing a collections strategy.
- Segmenting customers by risk, value, and payment behavior.
- Effective communication in collections.
- Negotiation skills for collectors.
- Managing difficult customers professionally.
- Escalation procedures for overdue and high-risk accounts.
- Role play: Handling late payment conversations and collection negotiations.

Day 4: Technology and Automation in AR

- AR software solutions and their business value.
- Automating invoicing and payment processes.
- Digital reminders, payment tracking, dispute workflows, and customer portals.
- Data analytics for AR optimization.
- Integrating AR with other financial systems.
- Using dashboards to improve visibility and decision-making.
- Practical exercise: Designing a technology-driven AR process improvement plan.

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A graphic of a chessboard with several chess pieces. A gold king piece is prominent in the foreground, with a silver pawn and a gold pawn nearby. The board is checkered and has a subtle circular pattern in the background.

Day 5: Risk Management and Compliance

- Internal controls for accounts receivable.
- Segregation of duties, approvals, reconciliations, and audit trails.
- Fraud prevention in AR processes.
- Compliance with accounting standards and organizational policies.
- Continuous improvement in AR management.
- Designing AR reporting dashboards and review routines.
- Final activity: Building a customized AR strategy and metrics framework.

Individual Impact

- Strengthen your understanding of AR processes and best practices.
- Improve confidence in credit management, collections, and customer communication.
- Build practical skills in AR reporting, KPI tracking, and dashboard design.
- Enhance your ability to identify AR risks and control weaknesses.
- Gain tools for reducing overdue balances and improving collections.
- Develop a structured approach to AR process improvement.

Work Impact

- Improve cash flow and working capital performance.
- Reduce overdue accounts, bad debt, and collection delays.
- Strengthen credit policy implementation and customer risk control.
- Improve customer communication and dispute resolution.
- Increase AR efficiency through automation and better process design.
- Support stronger financial control, reporting, and compliance.

Training Methodology

This program uses a practical and finance-focused approach to help participants apply AR management tools directly in their workplace. Learning methods include:

- Interactive discussions and guided facilitation.
- Accounts receivable case studies.
- AR lifecycle and process mapping exercises.
- Credit policy and credit risk assessment workshops.
- Collections communication and negotiation role plays.
- AR technology and automation planning activities.
- Internal control and fraud prevention scenarios.
- KPI dashboard design and performance reporting exercises.

A graphic of a chessboard with several chess pieces, including a king, queen, and pawns, arranged on the board. The text 'UK Training PARTNER' is overlaid on the board.

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Beyond the Course

Upon completion, participants will be prepared to manage accounts receivable with greater structure, confidence, and financial discipline. They will return ready to:

- Develop a customized AR strategy for their organization.
- Create a toolkit of effective collection techniques.
- Implement a technology-driven AR process improvement plan.
- Design AR metrics and reporting dashboards.
- Strengthen credit controls and reduce AR-related risks.
- Improve cash flow, collections performance, and overall financial results.

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