

Accounts Receivable Best Practices: Planning & Execution

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Kuala Lumpur (Malaysia)

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Accounts Receivable Best Practices: Planning & Execution

~~R20222718_290825~~ **Location:** Kuala Lumpur (Malaysia) **Fees:** 4200 GBP

Why This Course

Accounts receivable management is a key driver of cash flow, working capital, and financial stability. When AR processes are well planned and properly managed, organizations can collect payments faster, reduce overdue balances, control credit risk, and improve overall financial performance.

Poor AR management can lead to delayed collections, increased bad debt, customer disputes, weak reporting, and pressure on liquidity. To avoid these challenges, finance teams need structured credit policies, efficient invoicing, effective collection techniques, reliable internal controls, and clear AR performance metrics.

This intensive 5-day course provides a comprehensive overview of accounts receivable management, focusing on planning, organizing, and implementing best practices. Through practical exercises, case studies, collections scenarios, AR dashboard design, and process improvement activities, participants will learn how to optimize AR operations and create immediate value for their organizations.

What You'll Learn and Practice

By joining this program, you will:

- Understand the full accounts receivable lifecycle.
- Develop a strategic approach to AR management.
- Identify key AR metrics and KPIs for performance monitoring.
- Design effective credit policies and credit control procedures.
- Apply credit risk assessment techniques.
- Manage credit limits and customer exposure.
- Develop practical collections strategies.
- Improve communication and negotiation skills for customer interactions.
- Handle difficult customers and overdue accounts professionally.
- Use technology and automation to improve AR efficiency.
- Apply data analytics to optimize AR processes.
- Integrate AR with other financial systems.
- Design internal controls to reduce AR risks.
- Prevent fraud and strengthen compliance in AR processes.
- Create continuous improvement practices for AR management.

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A graphic illustration of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a gold pawn nearby. The board is checkered, and there are concentric circles in the background.

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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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 (king, queen, rook, knight, and pawns) in gold and silver. 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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