

## **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**