Banking and Insurance · BA428

Billing and Accounts Receivable Management

Duration	Category	Ref
1 Week	**Banking and Insurance**	**BA428**
Language	Certificate	
English	**Certificate of attendance**	

Course Introduction

Effective billing and accounts receivable (AR) management are essential for maintaining an organisation's cash flow and financial stability. This course provides participants with the knowledge and practical skills required to manage billing processes, issue accurate invoices, monitor customer accounts, handle collections professionally, and improve receivables performance.

Through practical examples and case studies, participants will learn best practices in billing operations, credit management, reconciliation, and accounts receivable reporting to enhance operational efficiency and reduce outstanding debts.

Course Objectives

By the end of this course, participants will be able to:

- Understand the principles and processes of billing and accounts receivable management.
- Prepare and manage accurate invoices and billing documentation.
- Monitor and analyse accounts receivable ageing and outstanding balances.
- Apply effective collection strategies and manage overdue accounts professionally.
- Perform account reconciliations and resolve billing discrepancies.
- Develop internal controls to improve billing accuracy and reduce financial risks.
- Utilise key performance indicators (KPIs) to measure and improve AR performance.
- Implement best practices to optimise cash flow and strengthen financial management.

Target Audience

This course is designed for:

- Accountants – Billing
- Accounts Receivable Officers
- Billing Specialists
- Finance and Accounting Officers
- Revenue and Collection Officers
- Junior and Senior Accountants
- Finance Supervisors and Team Leaders
- Professionals responsible for invoicing, collections, and receivables management

Course Outline

Day 1

Fundamentals of Billing and Accounts Receivable

- Introduction to Billing and Accounts Receivable Management
- The Accounts Receivable Cycle
- Roles and Responsibilities in Billing Operations
- Types of Billing Systems and Invoicing Methods
- Revenue Recognition Principles
- Understanding Credit Terms and Payment Conditions
- Common Billing Challenges and Best Practices

Day 2

Billing Operations and Invoice Management

- Preparing Accurate Invoices and Supporting Documentation
- Invoice Verification and Approval Procedures
- Billing Adjustments, Credit Notes, and Debit Notes
- Customer Account Setup and Maintenance
- Managing Recurring and One-Time Billing
- Electronic Billing and Automation Tools
- Preventing Billing Errors and Disputes

Day 3

Accounts Receivable Monitoring and Reconciliation

- Managing Customer Accounts and Outstanding Balances
- Ageing Analysis and Receivable Reporting
- Account Reconciliation Techniques
- Identifying and Resolving Billing Discrepancies
- Monitoring Cash Receipts and Payment Applications
- Writing Off Bad Debts and Provision Management
- Internal Controls for Accounts Receivable

Day 4

Collections and Credit Management

- Collection Strategies and Best Practices
- Effective Communication with Customers
- Managing Overdue Accounts and Delinquent Payments
- Credit Risk Assessment and Customer Evaluation
- Collection Policies and Escalation Procedures
- Negotiating Payment Arrangements
- Legal and Compliance Considerations in Debt Collection

Day 5

Performance Management and Process Improvement

- Key Performance Indicators (KPIs) for Billing and AR

- Measuring Days Sales Outstanding (DSO)
- Cash Flow Management and Forecasting
- Reporting and Dashboard Development
- Process Improvement and Continuous Enhancement
- Leveraging Technology and ERP Systems in Billing and AR
- Developing an Action Plan for Workplace Implementation

Ask us for a date for this course

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