

Collection and credit management training



MPGP-94 4 Days (Hours)

Description

Collection and credit management training is designed to provide professionals with the skills and knowledge necessary to effectively manage activities related to debt collection and credit management in various business contexts

Who is this training for ?

For whom

- Administrative and financial management
- Management controller
- Sales Administration Employees
- Customer recovery managers
- Any other employee concerned by the recovery

Prerequisites

Basic knowledge of accounting and business finance

Training objectives

- Know how to identify a client's risk factors;
- Understand the main financial aggregates and ratios
- Evaluate client solvency
- Be efficient in negotiating payment terms
- Mastery of outstanding debt management
- Create synergy between sales management and financial management

Training program

Evaluer le risque client

- REMINDER OF BASIC CONCEPTIONS in general accounting and financial analysis.
- Know the customer
- Evaluate the customer
- Management of delivery deadlines payment

Suivre l'évolution du risque client

- Reporting – Dashboard
- Other financial ratios
- Scoring
- Set the credit limit
- Monitor the customer

La prévention et la couverture du risques client :

- Prevention:
- The basics of prevention, Law on payment deadlines, T&Cs or general conditions of sale, The invoice, Conditions, Mandatory information, The electronic invoice, the payments, The choice of payment deadline, The choice of payment medium.
- Coverage:
- The different means and their costs to cover customer risk, Credit Insurance , Factoring, Guarantees

Le recouvrement des créances clients

- Amicable recovery:
- Relaunch your receivables, Monitoring of customer accounts, Handling of disputes, Performance indicators
- Disputed recovery:
- Preparing the dispute, The formal notice, The processing of the unpaid check, The processing of the unpaid bill, Handling the dispute, The order to pay, The preliminary interim order, The summons to the merits, External assistance, Reflections on litigation

Les indicateurs de performance et de pilotage

- Evolutions of aged scales
- Roll-over analyses
- DSO calculations and monitoring