



**PROFESSIONAL DEVELOPMENT
FOR THE ACCOUNTS TEAM**

Effectively Managing and Organising Accounts Payable

11 & 12 April 2012 - Auckland | 7 & 8 May 2012 - Wellington

Managing Credit, Accounts Receivable and Debt Recovery

16 & 17 April 2012 - Auckland | 3 & 4 May 2012 - Wellington



Effectively Managing and Organising Accounts Payable

AUCKLAND

11 & 12 APRIL 2012

WELLINGTON

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INSTRUCTOR: Kevin Lee

Kevin Lee is a Chartered Management Accountant with 20 years experience of Government Agencies, Corporates and SME's.

Kevin specialises in helping managers and staff to develop practical financial skills and knowledge. He is able to provide "real life" advice based on his experience in CFO roles and his experience of managing major Capex projects, implementing financial systems, improving financial processes and procedures and achieving ongoing efficiency savings.

Kevin's clients include: Ministry of Justice, Department of Internal Affairs, ANZ National Bank, Meridian Energy, Auckland District Health Board and Auckland Council.

Effectively managing & organising Accounts Payable is designed to equip you with an action plan for increased success and efficiency. In just two days you will learn how to improve your overall performance and grasp highly effective strategies for managing workloads.

COURSE OUTLINE:

Accounts Payable: Why is it important and how does it add value to your organisation?

- The purpose of accounts payable
- Critical factors for successful Accounts Payable teams
- The importance of authority limits

Accounts Payable: Key areas where performance, efficiency, accuracy and security can be improved

- What AP techniques can you implement in your accounts department to increase efficiency?
- Staffing requirements for Accounts Payable: How can it be made more effective and profitable?
- Capitalising on technological developments to enhance the operations of your AP department
- Techniques for successfully minimising manual work and improving processing methods
- Developing effective AP management reporting tools within your accounts department

Integrating purchasing and accounts payable to create an efficient procurement process

- Closing the loop between procurement and AP to create a total procurement process
- Using techniques such as summarised bills for your suppliers
- Automatic matching of purchase orders, delivery notes and invoices
- Making the link between capex and AP
- Re-engineering AP to support your procurement strategies

Streamlining your expense processing: Making sure your expense processes flow smoothly

- Key expense processing processes, tips and tricks
- Learning to quickly identify discrepancies in expense claims
- Mastering the art of reducing ASAP invoice processing
- Is the P-card right for your organisation? An analysis of the pros and cons of purchasing cards
- Effective checks and balances for avoiding abuse of P-cards

AP systems: An insight into how technology is changing the operations of AP departments

- Examining data capture, workflow and document management
- Integration of placement into electronic format of the purchasing & AP systems
- Effective AP management and how to detect and correct out-of-tolerance transactions
- Looking at the current and future trends in transaction processing

Maximising your time and cash resources

- The importance of maintaining accurate AP records and its effect on cash flow forecasting
- How to ensure you don't pay for goods and services until problems are resolved
- Techniques for helping to eliminate duplicate payments
- Determining if an early payment discount is a good deal
- Developing a tracking system that follows an invoice from receipt, through approval and payment

Strategies to achieve accurate and timely close-off

- Standardising procedures and simplifying the process
- Preparing subsidiary information away from the close-off period to free-up more time
- Using estimates and accruals effectively during your close-off period
- Year end close-offs: Strategies and tips to make it easier
- How to reconcile the AP ledger to the general ledger

Techniques for counteracting employee or customer fraud and theft

- Successful methods for inserting more checks and balances into AP processes
- Developing a step-by-step fraud prevention strategy
- Developing effective internal controls within your AP function
- Procedures and reviews
- Management accountability

Effective filing techniques: How to set up a records system that gives you instant access to vital information

- How to build a system that coordinates control numbers through the entire payment process
- How to make your records available to those who need them, while protecting against lost, misplaced and misused files
- What are the IRD record keeping requirements?
- What are cost centre reports and project reports and how is the information collected?

Key communication techniques: How to gain cooperation and deal with problems if they arise

- How to ensure that information flows easily between your department and your entire organisation
- Techniques for efficiently getting approvals, authorisations and signatures
- Examining potentially difficult situations that can arise in AP
- Resolving problems while benefiting the employee, the AP department and the organisation as a whole team

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Managing Credit, Accounts Receivable and Debt Recovery



Providing credit to customers and ensuring timely collection forms an integral part of any business. Poor management of debtors stifles growth and is a serious threat to the financial health of any organisation. This seminar will deliver tips, techniques and shortcuts to streamline your organisation's processes, improve risk management and maximise the effectiveness of debt collection techniques. The credit management tools and techniques you'll learn will help you to reduce credit risk and improve the overall collections process.

AUCKLAND

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COURSE OUTLINE

Managing credit and debt collection: Why is it important and how does it add value to your organisation?

- Understanding the purpose of credit control and debt collection
- Defining the three stages of credit
- How managing credit, accounts receivable and debt collection links into the supply chain
- Critical success factors for accounts receivable teams

Developing a successful credit policy and collection process

- Creating a comprehensive credit policy for your organisation
- Tools and techniques for successful debt collection
- Designing a good credit application and critical terms that you should include
- Assessing a customer's creditworthiness: A checklist of factors that you should utilise

Strategies for handling customer behaviours

- Examining the mindset of debtors and why they do not pay their debts on time
- Techniques for dealing with customer excuses
- Managing disputed accounts correctly
- Communication methods: written, telephone, in person and email
- Advanced communication techniques: using personality profiling to determine your communication approach and obtain the outcomes you want

Making sure your own house is in order: Key areas where performance, efficiency, accuracy and security can be improved

- Techniques to increase efficiency for credit collection
- Effective filing techniques: How to set up a records system that gives you access to vital information
- Developing effective performance measures for credit management and debt collection
- What steps can you take to minimise fraud in accounts receivable and debt collection?

Using financial and non financial information to identify and manage the risk of default

- Understanding the types of available information
- The need for and usefulness of trade references
- The advantages of using third party reports
- How to analyse balance sheets of key customers
- Understanding the need for customer visits
- The importance of field sales reports

- Detecting early warning signals and strategies to counter them
- Investigating ways in which industry groups can improve the quality of your "early warning" systems

Examining the legal aspects of credit management and debt recovery

- What are the important factors to consider before taking court action?
- Examining the court structure and the costs of taking action
- The steps required for a court judgement
- Identifying the correct documents to initiate proceedings
- What are the avenues for enforcement?
- How to file for bankruptcy
- The requirements for receiverships and company liquidations

Key communication techniques

- Identifying successful communication methods for dealing with other people
- Techniques for working with difficult people
- Using the collection waterfall to resolve problems arising within your organisation
- Examining potentially difficult situations that may arise

Tips for effective credit management and collection

- Selecting the best communication method
- The importance of escalation procedures
- Detecting early warning signals and initiating the right strategy to counter them
- Collecting and improving the quality of information
- Effectively measuring performance and raising the profile of credit management and debt collection

OTHER COURSES YOU MAY ALSO BE INTERESTED IN:

Multiple Priorities and Time Management
April 2012

People Management Skills for Technical Professionals
April 2012

Advanced Spreadsheet Skills for Finance
May & June 2012

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Brochure Code: TF010 | TF011 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

First Delegate

First Name (Mr/Ms/Mrs/Miss/Dr) _____
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Email _____ Mobile _____

Effectively Managing and Organising Accounts Payable **Select City**
Managing Credit, Accounts Receivable and Debt Recovery Auckland
Wellington

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Delegates are responsible for their own travel/accommodation bookings and no compensation will be made should the conference be rescheduled or cancelled.

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Train the Team and Save

Register any two people from your organisation on any of these two day courses and get a **\$500 discount** off the combined ticket price or register 3 people on any of these two day courses & save \$1000 off the combined ticket price. Bookings must be completed at the same time. For larger bookings call (09) 912 3610 or email training@brightstar.co.nz to discuss further in-house or group training options.

Course Details

	EARLY-BIRD SPECIAL Registrations received/paid before dates below	STANDARD PRICE Registrations received/paid after dates below
Effectively Managing and Organising Accounts Payable (TF011)	\$1895 plus GST SAVE \$200 22 February 2012	\$2095 plus GST 22 February 2012
Managing Credit, Accounts Receivable and Debt Recovery (TF010)	\$1895 plus GST SAVE \$200 27 February 2012	\$2095 plus GST 27 February 2012