aractech
Global Learning for Operational Leaders



ACCOUNTING AND FINANCE | AF-058

Credit Control and Collections Management

Contact

+31 85 7444446
info@aractech.com
https://aractech.com

Address

Waarderweg 50, 2031 BP Haarlem - Netherlands.

aractech
Global Learning for Operational Leaders

Course content

Why Attend

Sales only create value when customers pay. Weak credit control ties up cash in overdue receivables, increases bad debts and forces organisations to borrow to fund their own customers. Strong credit management, on the other hand, protects liquidity while still supporting sales growth.

This Credit Control and Collections Management training course covers the full order-to-cash credit cycle. Participants learn how to assess customer creditworthiness, set credit limits and terms, design credit policies, monitor receivables and run effective collection processes that recover cash without damaging valuable customer relationships.

Course Methodology

• The course is practical and interactive. Participants analyse customer financial statements, set credit limits for sample accounts, review ageing reports and practise collection calls and negotiations through role-plays. Case studies illustrate both successful credit recovery and costly failures, and participants draft improvements to their own credit procedures.

Course Objectives

• Explain the impact of credit management on cash flow, profitability and customer relationships

• Assess customer creditworthiness using financial, behavioural and external information

• Set credit limits, payment terms and security requirements appropriate to risk

• Design a credit policy with clear responsibilities, approval levels and procedures

• Run structured collection processes using effective communication techniques

• Resolve disputes and deductions quickly by working with sales and operations

Target Audience

• Credit controllers and credit managers

• Accounts receivable and collections staff

• Finance managers and financial controllers

Global Learning for Operational Leaders

Course content

• Treasury and cash management professionals

aractech
Global Learning for Operational Leaders

Course outline

Detailed course outline

Day-by-day outline for Credit Control and Collections Management.

Day 1 - The Role of Credit Management

- 09:00-09:30 | Credit and Cash Flow: How receivables affect liquidity and financing costs
- 09:30-10:30 | The Order-to-Cash Cycle: Responsibilities from order entry to cash application
- 10:30-11:00 | Balancing Sales and Risk: Working with commercial teams to support growth
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Credit Policy Fundamentals: Objectives, scope, authority and procedures
- 12:00-12:30 | Legal Basics of Credit: Contracts, terms and conditions and retention of title
- 12:30-13:00 | Organising the Credit Function: Centralised, regional and shared service models
- 13:00-14:00 | Case Study: Reviewing a company whose sales grew while cash fell

Day 2 - Assessing Customer Credit Risk

- 09:00-09:34 | Sources of Credit Information: Financial statements, references, agencies and payment history
- 09:34-10:08 | Financial Analysis for Credit: Liquidity, leverage and profitability ratios
- 10:08-10:42 | Credit Scoring Models: Combining financial and non-financial factors
- 10:42-11:00 | Setting Credit Limits: Methods and review triggers
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Setting Credit Limits: Methods and review triggers (continued)
- 11:46-12:20 | Securing Credit: Guarantees, letters of credit, deposits and collateral
- 12:20-12:53 | Managing High-Risk and Strategic Accounts: Special terms and monitoring
- 12:53-14:00 | Practical Exercise: Assessing three customers and recommending credit limits

aractech
Global Learning for Operational Leaders

Course outline

Detailed course outline

Day-by-day outline for Credit Control and Collections Management.

Day 3 - Effective Collections

- 09:00-10:00 | Designing the Collection Process: Reminders, calls, escalation and timelines
- 10:00-10:30 | Segmenting Customers: Prioritising effort by value, risk and behaviour
- 10:30-11:00 | Collection Communication Skills: Tone, persistence and professionalism
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Handling Excuses and Promises to Pay: Securing firm commitments
- 12:00-12:30 | Payment Plans and Negotiated Settlements: When and how to agree them
- 12:30-13:00 | Written Communication: Effective reminder letters and emails
- 13:00-14:00 | Role-Play: Collection calls with cooperative and difficult customers

Day 4 - Disputes, Recovery and Risk Transfer

- 09:00-09:34 | Root Causes of Disputes: Pricing, delivery, quality and invoicing errors
- 09:34-10:08 | Dispute Resolution Process: Logging, ownership and resolution targets
- 10:08-10:42 | Escalation Options: Account holds, final demands and third-party collection
- 10:42-11:00 | Legal Recovery: Overview of claims, insolvency and enforcement procedures
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Legal Recovery: Overview of claims, insolvency and enforcement procedures (continued)
- 11:46-12:20 | Credit Insurance and Factoring: Protecting and accelerating receivables
- 12:20-12:53 | Provisioning and Write-Offs: Accounting for doubtful debts
- 12:53-14:00 | Workshop: Designing a dispute management procedure

aractech
Global Learning for Operational Leaders

Course outline

Detailed course outline

Day-by-day outline for Credit Control and Collections Management.

Day 5 - Measuring and Improving Credit Performance

- 09:00-09:34 | Key Credit Metrics: DSO, best possible DSO, ageing and collection effectiveness index
- 09:34-10:08 | Credit Reporting: Dashboards for finance and sales leadership
- 10:08-10:42 | Automation and Analytics: Collection workflows, payment portals and risk prediction
- 10:42-11:00 | Cash Application and Reconciliation: Reducing unapplied cash
- 11:00-11:30 | Coffee break
- 11:30-12:19 | Cash Application and Reconciliation: Reducing unapplied cash (continued)
- 12:19-12:53 | Team Management: Targets, incentives and skills development
- 12:53-13:27 | Continuous Improvement: Reviewing policy and process effectiveness
- 13:27-14:00 | Action Planning: A credit improvement plan for participants' organisations

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Credit Control and Collections Management generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	London	Classroom	**€2,915**
7 - 11 December 2026	Barcelona	Classroom	**€2,275**
14 - 18 December 2026	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	London	Classroom	**€2,915**
11 - 15 January 2027	Barcelona	Classroom	**€2,275**
18 - 22 January 2027	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	Cape Town	Classroom	**€1,825**
8 - 12 February 2027	London	Classroom	**€2,915**
15 - 19 February 2027	Barcelona	Classroom	**€2,275**
22 - 26 February 2027	Frankfurt	Classroom	**€2,175**

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Credit Control and Collections Management generated from the course details page.

Date	Location	Format	Fee
1 - 5 February 2027	Dubai	Classroom	**€2,845**
15 - 19 March 2027	London	Classroom	**€2,915**
22 - 26 March 2027	Barcelona	Classroom	**€2,275**
1 - 5 March 2027	Frankfurt	Classroom	**€2,175**
8 - 12 March 2027	Geneva	Classroom	**€3,315**
26 - 30 April 2027	London	Classroom	**€2,915**
5 - 9 April 2027	Barcelona	Classroom	**€2,275**
12 - 16 April 2027	Frankfurt	Classroom	**€2,175**
19 - 23 April 2027	Istanbul	Classroom	**€2,825**
3 - 7 May 2027	London	Classroom	**€2,915**

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Credit Control and Collections Management generated from the course details page.

Date	Location	Format	Fee
10 - 14 May 2027	Barcelona	Classroom	**€2,275**
17 - 21 May 2027	Frankfurt	Classroom	**€2,175**
24 - 28 May 2027	Kuala lumpur	Classroom	**€2,425**
21 - 25 June 2027	London	Classroom	**€2,915**
7 - 11 June 2027	Barcelona	Classroom	**€2,275**
14 - 18 June 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	London	Classroom	**€2,915**
26 - 30 July 2027	Barcelona	Classroom	**€2,275**
5 - 9 July 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	Munich	Classroom	**€2,425**

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Credit Control and Collections Management generated from the course details page.

Date	Location	Format	Fee
23 - 27 August 2027	London	Classroom	**€2,915**
2 - 6 August 2027	Barcelona	Classroom	**€2,275**
9 - 13 August 2027	Frankfurt	Classroom	**€2,175**
16 - 20 August 2027	Paris	Classroom	**€2,810**
20 - 24 September 2027	London	Classroom	**€2,915**
6 - 10 September 2027	Barcelona	Classroom	**€2,275**
13 - 17 September 2027	Frankfurt	Classroom	**€2,175**
11 - 15 October 2027	London	Classroom	**€2,915**
18 - 22 October 2027	Barcelona	Classroom	**€2,275**
25 - 29 October 2027	Frankfurt	Classroom	**€2,175**

aractech
Global Learning for Operational Leaders



Seminar dates

Available seminar dates

Live dates and pricing for Credit Control and Collections Management generated from the course details page.

Date	Location	Format	Fee
4 - 8 October 2027	Vienna	Classroom	**€3,425**
15 - 19 November 2027	London	Classroom	**€2,915**
22 - 26 November 2027	Barcelona	Classroom	**€2,275**
1 - 5 November 2027	Frankfurt	Classroom	**€2,175**
8 - 12 November 2027	Amsterdam	Classroom	**€3,215**
27 - 31 December 2027	London	Classroom	**€2,915**
6 - 10 December 2027	Barcelona	Classroom	**€2,275**
13 - 17 December 2027	Frankfurt	Classroom	**€2,175**
20 - 24 December 2027	Cape Town	Classroom	**€1,825**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Credit Control and Collections Management generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Credit Control and Collections Management generated from the course details page.

Date	Location	Format	Fee
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Credit Control and Collections Management generated from the course details page.

Date	Location	Format	Fee
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Credit Control and Collections Management generated from the course details page.

Date	Location	Format	Fee
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Credit Control and Collections Management generated from the course details page.

Date	Location	Format	Fee
15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**