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Global Learning for Operational Leaders



ACCOUNTING AND FINANCE | AF-063

Revenue Cycle and Billing Management

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Course content

Why Attend

Revenue leakage is one of the least visible but most damaging financial problems in many organisations. Services delivered but never billed, incorrect prices, contract terms not applied, delayed invoices and unresolved disputes quietly reduce income and cash flow.

This Revenue Cycle and Billing Management training course examines the end-to-end process that turns customer contracts and service delivery into accurate invoices and collected cash. Participants learn to map the revenue cycle, design effective billing controls, manage master data and pricing, handle complex billing models and reduce errors and disputes.

Course Methodology

• The course uses process mapping workshops, control design exercises, data analysis activities and case studies from service, utility, healthcare and project-based businesses. Participants identify leakage points in a sample revenue cycle and develop an improvement plan for their own organisation.

Course Objectives

• Map the end-to-end revenue cycle from contract to cash

• Identify common causes of revenue leakage and billing errors

• Design controls over customer master data, pricing and contract terms

• Manage recurring, usage-based, milestone and project billing models

• Reduce invoice disputes and accelerate cash collection

• Apply revenue assurance techniques and reconciliations

Target Audience

• Billing managers and billing analysts

• Accounts receivable and revenue accountants

• Revenue assurance professionals

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- Finance managers and shared service leaders

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Course outline

Detailed course outline

Day-by-day outline for Revenue Cycle and Billing Management.

Day 1 - Understanding the Revenue Cycle

- 09:00-09:34 | Revenue Cycle Overview: Contract, order, delivery, billing, collection and reporting
- 09:34-10:08 | Revenue Leakage: Definitions, scale and common sources
- 10:08-10:42 | Roles and Handoffs: Sales, operations, billing, finance and customer service
- 10:42-11:00 | Revenue Recognition Awareness: How billing relates to reported revenue
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Revenue Recognition Awareness: How billing relates to reported revenue (continued)
- 11:46-12:20 | Customer Experience and Billing: Accuracy, clarity and timeliness
- 12:20-12:53 | Process Mapping Techniques: Identifying risk points and delays
- 12:53-14:00 | Workshop: Mapping a revenue cycle and identifying leakage points

Day 2 - Master Data, Pricing and Contracts

- 09:00-09:34 | Customer Master Data: Creation, maintenance and approval controls
- 09:34-10:08 | Price Lists and Discounts: Governance and change management
- 10:08-10:42 | Contract Terms in Billing: Escalations, minimums, penalties and rebates
- 10:42-11:00 | Credit Notes and Adjustments: Authorisation and monitoring
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Credit Notes and Adjustments: Authorisation and monitoring (continued)
- 11:46-12:20 | Segregation of Duties: Preventing errors and fraud
- 12:20-12:53 | Data Quality Checks: Validation rules and exception reports
- 12:53-14:00 | Practical Exercise: Designing controls for pricing and contract changes

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Day 3 - Billing Models and Operations

- 09:00-09:30 | Recurring and Subscription Billing: Proration, renewals and cancellations
- 09:30-10:00 | Usage-Based Billing: Capturing, rating and validating consumption
- 10:00-10:30 | Milestone and Project Billing: Linking invoices to deliverables
- 10:30-11:00 | Multi-Entity and Multi-Currency Billing: Complexity and controls
- 11:00-11:30 | Coffee break
- 11:30-12:30 | Invoice Design: Clear information that reduces queries
- 12:30-13:00 | Billing Calendars and Cut-Off: Ensuring timely invoicing
- 13:00-14:00 | Case Study: Resolving errors in a usage-based billing operation

Day 4 - Revenue Assurance and Disputes

- 09:00-09:34 | Revenue Assurance Frameworks: Prevention, detection and recovery
- 09:34-10:08 | Reconciliations: Orders to deliveries to invoices to cash
- 10:08-10:42 | Analytics for Leakage Detection: Trend, ratio and exception analysis
- 10:42-11:00 | Dispute Management: Root causes, ownership and resolution targets
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Dispute Management: Root causes, ownership and resolution targets (continued)
- 11:46-12:20 | Unbilled Revenue and Backlogs: Monitoring and clearing
- 12:20-12:53 | Fraud Risks in Revenue Processes: Indicators and controls
- 12:53-14:00 | Practical Exercise: Analysing billing data to detect leakage

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Day 5 - Performance and Improvement

- 09:00-09:34 | Revenue Cycle KPIs: Billing accuracy, time to invoice, dispute rate and DSO
- 09:34-10:08 | Dashboards and Reporting: Insight for finance and commercial leaders
- 10:08-10:42 | Automation Opportunities: Billing systems, workflow and robotic automation
- 10:42-11:00 | Cross-Functional Governance: Revenue committees and accountability
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Cross-Functional Governance: Revenue committees and accountability (continued)
- 11:46-12:20 | Continuous Improvement: Lean methods for billing operations
- 12:20-13:27 | Building Team Capability: Skills, procedures and training
- 13:27-14:00 | Action Plan: A revenue protection roadmap for participants' organisations

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Seminar dates

Available seminar dates

Live dates and pricing for Revenue Cycle and Billing Management generated from the course details page.

Date	Location	Format	Fee
14 - 18 December 2026	London	Classroom	**€2,915**
21 - 25 December 2026	Barcelona	Classroom	**€2,275**
7 - 11 December 2026	Frankfurt	Classroom	**€2,175**
11 - 15 January 2027	London	Classroom	**€2,915**
18 - 22 January 2027	Barcelona	Classroom	**€2,275**
25 - 29 January 2027	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	Madrid	Classroom	**€3,400**
15 - 19 February 2027	London	Classroom	**€2,915**
22 - 26 February 2027	Barcelona	Classroom	**€2,275**
1 - 5 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Revenue Cycle and Billing Management generated from the course details page.

Date	Location	Format	Fee
8 - 12 February 2027	Munich	Classroom	**€2,425**
22 - 26 March 2027	London	Classroom	**€2,915**
1 - 5 March 2027	Barcelona	Classroom	**€2,275**
8 - 12 March 2027	Frankfurt	Classroom	**€2,175**
15 - 19 March 2027	Paris	Classroom	**€2,810**
5 - 9 April 2027	London	Classroom	**€2,915**
12 - 16 April 2027	Barcelona	Classroom	**€2,275**
19 - 23 April 2027	Frankfurt	Classroom	**€2,175**
26 - 30 April 2027	Rome	Classroom	**€2,830**
10 - 14 May 2027	London	Classroom	**€2,915**

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Seminar dates

Available seminar dates

Live dates and pricing for Revenue Cycle and Billing Management generated from the course details page.

Date	Location	Format	Fee
17 - 21 May 2027	Barcelona	Classroom	**€2,275**
24 - 28 May 2027	Frankfurt	Classroom	**€2,175**
3 - 7 May 2027	Vienna	Classroom	**€3,425**
14 - 18 June 2027	London	Classroom	**€2,915**
21 - 25 June 2027	Barcelona	Classroom	**€2,275**
7 - 11 June 2027	Frankfurt	Classroom	**€2,175**
26 - 30 July 2027	London	Classroom	**€2,915**
5 - 9 July 2027	Barcelona	Classroom	**€2,275**
12 - 16 July 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	Cape Town	Classroom	**€1,825**

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Seminar dates

Available seminar dates

Live dates and pricing for Revenue Cycle and Billing Management generated from the course details page.

Date	Location	Format	Fee
2 - 6 August 2027	London	Classroom	**€2,915**
9 - 13 August 2027	Barcelona	Classroom	**€2,275**
16 - 20 August 2027	Frankfurt	Classroom	**€2,175**
23 - 27 August 2027	Dubai	Classroom	**€2,845**
13 - 17 September 2027	London	Classroom	**€2,915**
20 - 24 September 2027	Barcelona	Classroom	**€2,275**
6 - 10 September 2027	Frankfurt	Classroom	**€2,175**
18 - 22 October 2027	London	Classroom	**€2,915**
25 - 29 October 2027	Barcelona	Classroom	**€2,275**
4 - 8 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Revenue Cycle and Billing Management generated from the course details page.

Date	Location	Format	Fee
11 - 15 October 2027	Istanbul	Classroom	**€2,825**
22 - 26 November 2027	London	Classroom	**€2,915**
1 - 5 November 2027	Barcelona	Classroom	**€2,275**
8 - 12 November 2027	Frankfurt	Classroom	**€2,175**
15 - 19 November 2027	Kuala lumpur	Classroom	**€2,425**
6 - 10 December 2027	London	Classroom	**€2,915**
13 - 17 December 2027	Barcelona	Classroom	**€2,275**
20 - 24 December 2027	Frankfurt	Classroom	**€2,175**
27 - 31 December 2027	Madrid	Classroom	**€3,400**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**

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Live dates and pricing for Revenue Cycle and Billing Management generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**
7 - 11 December 2026	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**
4 - 8 January 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**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
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**
15 - 19 March 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**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 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**
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**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 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**
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**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**

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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**
15 - 19 November 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**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**