

PROFESSIONAL DEVELOPMENT FOR THE ACCOUNTS TEAM

Managing Credit, Accounts Receivable and Debt Recovery

- Essential tools for collection,
process and prevention

6 & 7 September – Mercure Hotel, Auckland
14 & 15 September – Duxton Hotel, Wellington

Effectively Managing & Organising Accounts Payable

- Improving efficiency,
productivity and processes

11 & 12 October – Mercure Hotel, Auckland
21 & 22 October – Duxton Hotel, Wellington

The Effective Accounts Assistant

7 & 8 October – Mercure Hotel, Auckland
14 & 15 October – Intercontinental Hotel,
Wellington

SEPARATELY BOOKABLE SEMINARS

Facilitator:

Kevin Lee



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Conferenz
Management Training

Managing Credit, Accounts Receivable and Debt Recovery

– Essential tools for collection, process and prevention



Auckland

6 & 7 September,
Mercure Hotel

Wellington

14 & 15 September,
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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
- Why it is important to collect your money on time
- 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
- How to handle common responses, lies and delaying tactics
- 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
- Tips for improving staff productivity
- How to make time for "value-added" tasks as well as routine tasks
- 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
 - Fact vs hearsay
 - Internally generated information vs externally generated information
 - Leading vs lagging indicators

- 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
 - Disputes tribunal
 - District court
 - High court
- 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

- Integrating the psychology of customers into your debt collection process
- 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
- Understanding your rulebook: The vital role of credit policy and collection procedures
- The importance of a taking a proactive approach
- Effectively measuring performance and raising the profile of Credit Management and Debt Collection
- The do's and don'ts of credit collection

Effectively Managing & Organising Accounts Payable

- Improving efficiency, productivity and processes



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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 you make time for the "value-added" tasks as well as the routine tasks?
- Techniques for successfully minimising manual work and improving processing methods
- Developing effective AP management reporting tools

Integrating purchasing and Accounts Payable to create an efficient procurement process

- Closing the loop between procurement and AP to create a total procurement process
- Working with purchasing and your suppliers
- 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
- Effective techniques for stopping those "I need a cheque today" interruptions
- Is the P-card right for your organisation?
- Effective checks and balances for avoiding abuse of P-cards
- Examining the pros and cons of different payment methods

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
- Electronic invoices, purchase orders and shipping documentation
- Effective AP management and how to detect and correct out-of-tolerance transactions
- Transaction resolution (the end to end process from purchase orders to payments)
- How to make adjustments that do not wreak havoc to related systems and processes
- Why it is important to back up AP and other financial data
- Looking at the current and future trends in transaction processing

Maximising your time and cash resources

- AP records and their effect on cash flow forecasting
- Are the results of AP policies and procedures effectively measured and is cash flow maximised?
- How to ensure you don't pay for goods and services until problems are resolved
- Techniques for helping to eliminate duplicate payments
- Ensuring that your agreed payment terms are a "win-win" situation
- 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

- Planning for timely month-end and tips to shorten your close-off
- Standardising procedures and simplifying the process
- Delegate tasks to other staff members involved in the process
- Preparing subsidiary information away from the close-off period
- Using estimates and accruals effectively during close-off
- Looking at the reports that management actually use
- 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/customer fraud and theft

- Successful methods for inserting more checks and balances
- Developing a step-by-step fraud prevention strategy
- Building an awareness of the consequences of fraud
- Developing effective internal controls within your AP function:
- Division of responsibilities
- Rotation of duties
- Procedures and reviews

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
- Coordinating expenses with accounts and budgets in your business records
- How to protect confidential records
- How to make your records available to those who need them
- What are the IRD record keeping requirements?
- What are cost centre reports and project reports

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
- How to deal effectively with the difficult people that you encounter
- Improving AP's effectiveness, service and recognition within your organisation
- 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

The Effective Accounts Assistant

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Day One

Accounting refresher

- The purpose of finance
- Accounting rules

Practical exercise: To demonstrate the need for accounting rules

Strategies to achieve accurate and timely close-off

- Planning for timely month-end and tips to shorten your close-off period
- Standardising procedures and simplifying the process – getting your files in order
- Learning how to delegate tasks to other staff members involved in 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
- Looking at the reports that management actually use and eliminating unnecessary information
- Managing the year end cut off
- How to avoid stock counts and valuation hold-ups while waiting for stock figures
- Debtor/creditor reconciliations

The essential tax update for the accounts assistant

- GST: Ensuring that your procedures are up to date to account for obligations under changing employee tax and GST requirements
- Income tax and IRD filing
- Managing provisional tax
- Recent IRD statements and rulings – avoiding the pitfalls
- Common mistakes and compliance issues found during tax audits

Practical exercise: How to calculate a GST return

Fringe Benefit Taxation (FBT): Everything you need to know

- An overview of the workings of the multi-rate system
- Examining FBT calculations on motor vehicles
- Looking at the relationship between FBT, GST and income tax

Practical exercise: How to calculate a FBT return

Day Two

Purchasing and recording expenses

- Effective purchasing and how to save money
- Purchasing procedures and authority levels
- The distinction between capex and opex
- Recording expenses in the fixed asset register
- Internal and external auditing

Practical exercise: Completing an expense claim form

Practical techniques to help you improve your accounts payable systems

- 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
- How can you make time for the “value-added” tasks as well as the routine tasks?
- Techniques for successfully minimising manual work and improving processing methods
- Developing effective AP management reporting tools in your accounts department

Successfully managing credit receivables and collections

- Creating a comprehensive credit policy for your organisation
- Tools and techniques for successfully managing and maintaining your credit policy
- 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
- Working in with your organisation's sales department for successful outcomes
- Analysis of the different collection techniques available and their comparative strengths/weaknesses
- Using early payment incentives, customer rewards and receivable team incentives for successful outcomes

Effective management reporting skills

- Where to obtain financial information
- Understanding cost centre statements
- The importance of permanent and timing variances
- The use of financial projections as an effective management tool
- Using Key Performance Indicators in your management reports
- How to use the balanced scorecard
- Providing the information that management and the board actually require

Practical exercise: How to use financial information and financial reports

Interpretation of financial statements

- How to interpret published accounts
- How to use the non financial information

About these courses

Managing Credit, Accounts Receivable and Debt Recovery

– Essential tools for collection, process and prevention

KEY LEARNING OUTCOMES:

- Implement a practical and comprehensive credit management strategy
- Manage the legal aspects of debt recovery
- Identify a practical approach for balancing credit risk and customer relationships

Effectively Managing & Organising Accounts Payable

– Improving efficiency, productivity and processes

KEY LEARNING OUTCOMES:

- Create a smooth-running payment system that saves time, money and resources
- Utilise essential strategies to achieve accurate and timely close off
- Gain an insight into how technology is changing AP processes

The Effective Accounts Assistant

- Essential strategies to achieve accurate and timely close off
- Updates on the specific tax issues facing the accounts assistant
- Vital tips on payroll management: How to operate the payroll function efficiently

TRAINING METHODOLOGY:

These training seminar employ a highly practical emphasis and uses real life examples throughout. Typically perceived as 'dry' topic areas, these courses will hold your attention and create an enjoyable experience whilst arming you with critical tools and techniques to ensure effective and efficient processes

WHO SHOULD ATTEND?

- Accounts Officers
- Accounts Clerks
- Accounts Supervisors
- Accounts Controllers
- Accounts Managers
- Accounts Administrators
- Office Managers
- Administration Personnel involved in the credit function
- Anyone with responsibility in the areas of accounts receivable & payable

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OTHER COURSES YOU MAY ALSO BE INTERESTED IN:

High Performing Teams
August 2010

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September & October 2010

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If you have a number of staff in your organisation who require training, Conferenz offers customized in-house training solutions. Contact us now to discuss how you can

SAVE UP TO 40% on public training costs.

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**Kevin Lee, Director,
Business Skills Training**
BA (Hons), Pg Dip, MBA, ACMA

Kevin Lee runs a consultancy for business skills development.

He is a Chartered Management Accountant with 20 years experience of Government Agencies, Corporates and SME's. Kevin is a member of the New Zealand Association for Training and Development, the Human Resources Institute for New Zealand and accredited as a Belbin Team Role facilitator. His post-graduate qualifications include a post-graduate diploma in business administration with distinction and an MBA in which he majored in finance.

Kevin specialises in helping managers and staff to develop practical financial skills and knowledge. His approach is highly practical, using only the financial theory that people need to know, and then building skills and knowledge through case studies, examples and small group work. 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 City Council.

**Managing Credit, Accounts
Receivable and Debt Recovery**

**Effectively Managing and
Organising Accounts Payable**

**The Effective Accounts
Assistant**



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SEMINAR: SD074/SD075/SD076 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

1st Delegate

Name (Mr/Ms/Mrs/Miss/Dr) _____
First name Last name

Position _____ Email _____

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

2nd Delegate

Name (Mr/Ms/Mrs/Miss/Dr) _____
First name Last name

Position _____ Email _____

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 Auckland
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Managing Credit, Accounts Receivable & Debt Recovery Effectively Managing and Organising Accounts Payable The Effective Accounts Assistant **Select City**
 Auckland
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Company Details

Company Name _____

Postal Address _____

City _____

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Approving Manager _____

Job Title _____ Email _____

Name of Booking Contact _____

Phone _____ Email _____

*off full price

Course Details

For groups of 4 or more people contact Michael Earley (mike@conferenz) on 09 912 3610 to discuss group discounts or in-house training options

	EARLY-BIRD SAVER <small>Register & Pay BEFORE date below*</small>	FULL PRICE <small>Register & Pay AFTER date below*</small>
Managing Credit, Accounts Receivable & Debt Recovery	\$1895 plus GST SAVE \$100 (19 July 2010*)	\$1995 plus GST (19 July 2010*)
Effectively Managing and Organising Accounts Payable	\$1895 plus GST SAVE \$100 (23 August 2010*)	\$1995 plus GST (23 August 2010*)
The Effective Accounts Assistant	\$1895 plus GST SAVE \$100 (19 August 2010*)	\$1995 plus GST (19 August 2010*)

TEAM DISCOUNTS

Register any 2 two day seminars and save \$500 off the full price of a 2 day or any 3 seminars and save \$1000 off the full price. For larger bookings call (09) 912 3610 or email mike@conferenz.co.nz to discuss further in-house or group training options. Bookings must be made at the same time.

Team Discounts

Any 2 Seminars: SAVE \$500 off total price*

Any 3 Seminars: SAVE \$1000 off total price*

(*total price will be based on early-bird or full price depending on booking date. Applies to two day seminars only)

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Step 1:

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OR

REGISTER ONLINE:
www.conferenz.co.nz

EMAIL:
register@conferenz.co.nz

OR

FACSIMILE: (09) 912 3617

OR

POST:

Send your registration form to:
 Conferenz Ltd
 Freepost 83430, PO Box 31 506, Auckland 0741

A tax invoice will be issued upon receipt of registration. **Payment must be received before the event to secure your place.**

Registration is for named delegate only and cannot be shared.

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Our preference is for you to either, direct credit or mail a crossed cheque.

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 Direct credit to our bank account (please supply details of remittance)
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 Post a crossed cheque payable to Conferenz Ltd

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Should you be unable to attend, a substitute delegate is welcome. Alternatively, a full refund less \$300+GST service charge, per registrant, will be made for cancellations received in writing (letter, fax or email) up to ten working days prior to the event. Delegates are responsible for their own travel/accommodation bookings and no compensation will be made should the seminar be rescheduled or cancelled.

Please Note: Conferenz Ltd reserves the right to make any amendments that we may deem to be in the best interest of the seminar.

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