**[FineResults Research Services](http://fineresultsresearch.org/)** invites you to training on:

Topics: [**Credit Control and debt management Training Course**](https://bit.ly/3f7wxQz)

**Date:** **16th to 20th November 2020**

**Cost: USD 800 or Ksh 65000**

**Contacts: +254 759 285 295,** [**training@fineresultsresearch.org**](mailto:training@fineresultsresearch.org)**.**

**Venue :** **FineResults Research, Nairobi, Kenya Training Centre.**

**INTRODUCTION**

Credit Control and Debt Management course describes the methods of controlling credit, investigates methods of credit checking, examines the use of the course and debt management agencies in recovering debt and describes how to collect debt by letter and telephone. This 5-days course will equip participants with knowledge and skills on how to collect overdue debts.

**DURATION**

5 Days

**COURSE OBJECTIVES**

At the end of the training, participants will be able to:

* Understand collection of overdue customer invoices
* Understand Debtor Ledger Questionnaire to evaluate office procedures and identify gaps in the systems
* Develop strategies to reduce current customer debt
* Contact customers using overdue invoice strategies
* Use a phone script when handling an overdue invoice sand have all the answers to questions that might be asked

**WHO SHOULD ATTEND?**

* Professionals in the administrative, business and finance sector who are responsible for the management of credit accounts, and ensuring the efficient management of debt
* Credit Controllers, Managers & Supervisors
* Accounts Receivable Officers, Supervisors & Clerks
* Anyone with accounts receivable and credit collection responsibility
* Debt Managers
* Accounting Officers
* Financial Administrators
* Office Managers
* Customer Care Department
* Staff Members Willing To Refresh Their Credit Management Skills

**COURSE MODULE**

**Module 1:  Introduction to credit control and debt management**

·        Cost of running a ledger

·        Labour costs

·        Bad debts costs

·        Evaluation of business procedures

·        Business procedure inefficiencies

**Module 2: Credit Control**

·        Understanding customers

·        Is my customer credit worthy?

·        Credit control routines

·        Debt recovery through the courts

·        Statutory demands, Insolvency and Bankruptcy

·        VAT and Tax relief for Bad debts

**Module 3: Procedures for credit control**

·        Procedures and policies

·         Ledger currencies

·        Activities on debt collection

·        Payments, complaints and reports

·         Strategies of overdue

·         Customer excuses

·        Meetings

·        Complaints

·        Phone call preparations

·        Phone call script

·        Problems of cash flows

**Module 4: Debt Management Agencies**

·        Credit checking agencies

·        Factoring companies

·        Specialist Legal Services

·        The Courts

·        Debt Collection Agents

**Module 5: Communication**

·        Telephone Communication

·        Written Communication

·        How to deal with customer response

NB: We are offering you a half day, fun and interactive team building event!

## **Be part of the Training**

* Click [**HERE**](https://bit.ly/3aOr9hO) for the individual registration.

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