

## CUSTOMER CREDIT & PAYMENT CONTROL



The purpose of the course is to give you knowledge about:

- How credit handling affects profitability, customer values and working capital.
- Basic requirements for granting credit to customers.
- Basic requirements for collection of receivables and over-dues.
- Different possibilities for you to make a positive change and where to begin.
- Basic vocabulary and definitions of crucial key figures.

This training course will take one to three hours to complete including the test.

## COURSE OUTLINE

### INTRODUCTION

1. Before we begin, a few tips
2. Introduction
3. Why do you sell on credit and not Cash?
4. Do you have anything to do with how and when the customer is paying?
5. How is your company doing?
6. How could credit handling support the business?
7. What image should a company have?
8. What about intra-group business?
9. Do you need to finance the customer orders beyond established credit conditions?

#### *GRANTING A CREDIT*

1. How can you trust a stranger?
2. How can you trust a business partner?
3. Which payment forms are used?
4. What is a credit limit?
5. How wide a minefield do you want to cross before getting payment?
6. What is the value of credit?
7. Why do payment conditions vary in different markets?
8. How do we reach an agreement?

#### *COLLECTION*

1. How do customers behave?
2. How can your company improve customer behaviour?
3. How do you approach a customer who has not paid on time?
4. How do they collect overdue debts in Spain?
5. How should you design collection routines?
6. What is the float?
7. How to look at poor payment precision from customers?

#### *MANAGEMENT*

1. How do we know we have a good credit control?
2. How do you improve and find best practice?
3. Who is in charge?
4. With a new credit policy - How do you approach the customer?
5. Will you lose the customers?
6. Should you buy financial benefits?
7. How do you protect yourself against currency changes?
8. How do you protect yourself against bad debts?
9. Are you a winner?
10. Are you hungry for more courses like this one?

#### *LESSONS LEARNED*

1. We did not do the credit check
2. The European customer did not pay us.
3. Our tailor-made goods did not have a buyer
4. The customer threatened to leave us
5. Orders, but no payments
6. Our goods were sold on an auction.
7. The government cancelled all their payments to us

#### *TEST*

20 Multiple choice questions. If incorrectly answered, the student is automatically guided to the relevant section of the course for a refresh. Then answer the question again.

When >80% correct answers submitted → Pass → Diploma, Course evaluation.