

# Accounts Receivable Specialist

## Course outline

### **Module 1: Introduction to Accounts Receivable**

Module 1: Introduction to Accounts Receivable is an introductory course designed to provide an overview of the Accounts Receivable process. It covers topics such as the basics of Accounts Receivable, the importance of accurate record keeping, and the different types of Accounts Receivable transactions. It also provides an introduction to the various tools and techniques used to manage Accounts Receivable.

#### ***Lessons***

- Overview of Accounts Receivable
- Understanding the Accounts Receivable Process
- Analyzing Accounts Receivable Data
- Managing Accounts Receivable Aging Reports
- Establishing Credit Policies and Procedures
- Understanding the Impact of Interest and Late Fees
- Analyzing and Resolving Disputes
- Utilizing Automation and Technology for Accounts Receivable
- Best Practices for Accounts Receivable Management
- . Strategies for Improving Cash Flow

#### **After completing this module, students will be able to:**

- Understand the basic concepts of Accounts Receivable and its importance in the financial management of a business.
- Develop the skills to accurately record and track customer invoices and payments.
- Learn how to reconcile customer accounts and resolve discrepancies.
- Develop the ability to analyze customer accounts and identify areas of improvement.

### **Module 2: Understanding Credit and Collections**

Module 2 of the Accounts Receivable Specialist course provides an in-depth look at the fundamentals of credit and collections. It covers topics such as credit policies, credit scoring, credit limits, collection strategies, and dispute resolution. It also provides practical advice on how to effectively manage customer accounts and ensure timely payments.

#### ***Lessons***

- Introduction to Credit and Collections

- Credit Risk Assessment
- Establishing Credit Limits
- Credit and Collections Policies and Procedures
- Understanding Credit Reports
- Analyzing Financial Statements
- Negotiating Payment Terms
- Managing Accounts Receivable
- Collection Strategies
- . Legal Considerations in Credit and Collections

**After completing this module, students will be able to:**

- Understand the different types of credit and collections processes and how to apply them.
- Develop an understanding of the legal and ethical considerations of credit and collections.
- Learn how to assess creditworthiness and manage customer accounts.
- Develop the skills to effectively communicate with customers and negotiate payment plans.

## **Module 3: Analyzing Accounts Receivable**

Module 3 of the Accounts Receivable Specialist course focuses on analyzing accounts receivable. It covers topics such as understanding the accounts receivable process, analyzing customer accounts, and identifying and resolving discrepancies. It also provides guidance on how to use various tools and techniques to analyze accounts receivable data and make informed decisions.

### ***Lessons***

- Understanding the Accounts Receivable Process
- Analyzing Accounts Receivable Aging Reports
- Identifying and Resolving Accounts Receivable Issues
- Establishing and Maintaining Effective Credit Policies
- Utilizing Accounts Receivable Software
- Developing Strategies for Collecting Outstanding Balances
- Analyzing Accounts Receivable Trends
- Managing Accounts Receivable Disputes
- Understanding the Impact of Interest and Late Fees
- . Analyzing Accounts Receivable Performance Metrics

**After completing this module, students will be able to:**

- Understand the importance of accurate and timely accounts receivable management.
- Analyze customer accounts to identify any discrepancies or issues.
- Develop strategies to improve accounts receivable processes and procedures.
- Utilize accounts receivable software to track and manage customer accounts.

## **Module 4: Managing Accounts Receivable**

Module 4 of the Accounts Receivable Specialist course focuses on the management of accounts receivable. It covers topics such as setting up and maintaining customer accounts, processing payments, and managing collections. It also covers best practices for managing accounts receivable, including strategies for reducing bad debt and improving customer relations.

### ***Lessons***

- Understanding the Accounts Receivable Process
- Analyzing and Reconciling Accounts Receivable
- Establishing and Maintaining Credit Policies
- Managing Collections and Disputes
- Utilizing Technology to Streamline Accounts Receivable
- Understanding the Impact of Interest and Late Fees
- Developing Strategies for Reducing Bad Debt
- Analyzing and Reporting on Accounts Receivable Performance
- Managing Accounts Receivable Aging Reports
- . Understanding the Impact of Cash Flow on Accounts Receivable

### **After completing this module, students will be able to:**

- Understand the importance of accurate and timely accounts receivable management.
- Develop strategies to ensure timely payments from customers.
- Utilize best practices for collections and dispute resolution.
- Analyze customer accounts to identify trends and potential issues.

## **Module 5: Accounts Receivable Reconciliation**

Module 5 of the Accounts Receivable Specialist course covers Accounts Receivable Reconciliation. This module provides an overview of the process of reconciling accounts receivable, including how to identify discrepancies, resolve discrepancies, and maintain accurate records. It also covers best practices for managing accounts receivable and how to use technology to streamline the process.

### ***Lessons***

- Understanding the Accounts Receivable Reconciliation Process
- Analyzing Accounts Receivable Aging Reports
- Identifying and Resolving Discrepancies in Accounts Receivable Reconciliations
- Utilizing Accounts Receivable Reconciliation Software
- Establishing and Maintaining Effective Internal Controls
- Developing Strategies for Minimizing Accounts Receivable Risk
- Understanding the Impact of Accounts Receivable Reconciliation on Financial Statements
- Analyzing Accounts Receivable Trends
- Managing Accounts Receivable Collections
- . Understanding Accounts Receivable Best Practices

### **After completing this module, students will be able to:**

- Understand the importance of accurate and timely accounts receivable reconciliation.
- Develop the skills to accurately reconcile accounts receivable accounts.
- Identify and resolve discrepancies in accounts receivable accounts.
- Utilize best practices for accounts receivable reconciliation.

## **Module 6: Accounts Receivable Reporting**

Module 6 of the Accounts Receivable Specialist course provides an overview of the various reports used to track and manage accounts receivable. It covers topics such as creating and interpreting aging reports, understanding customer payment trends, and using reports to identify and resolve customer disputes. Additionally, the module provides guidance on how to use reports to improve customer service and increase efficiency.

### ***Lessons***

- Understanding Accounts Receivable Reports
- Analyzing Accounts Receivable Data
- Interpreting Accounts Receivable Reports
- Generating Accounts Receivable Reports
- Managing Accounts Receivable Aging Reports
- Reconciling Accounts Receivable Reports
- Troubleshooting Accounts Receivable Reports
- Automating Accounts Receivable Reports
- Optimizing Accounts Receivable Reports
- . Best Practices for Accounts Receivable Reporting

### **After completing this module, students will be able to:**

- Understand the importance of accurate and timely accounts receivable reporting.
- Develop the ability to interpret and analyze accounts receivable reports.
- Utilize accounts receivable reports to identify and address potential issues.
- Develop the skills to create and maintain accounts receivable reports.

## **Module 7: Accounts Receivable Automation**

Module 7 of the Accounts Receivable Specialist course focuses on Accounts Receivable Automation. This module covers topics such as automating accounts receivable processes, setting up automated payment reminders, and using automated systems to track customer payments. It also provides an overview of the benefits of automation and how to implement it in your business.

### ***Lessons***

- Introduction to Accounts Receivable Automation
- Benefits of Automating Accounts Receivable
- Automating Accounts Receivable Processes
- Automating Accounts Receivable Data Entry
- Automating Accounts Receivable Reporting

- Automating Accounts Receivable Collections
- Automating Accounts Receivable Reconciliation
- Automating Accounts Receivable Dispute Resolution
- Automating Accounts Receivable Credit Management
- Automating Accounts Receivable Cash Application

**After completing this module, students will be able to:**

- Understand the fundamentals of accounts receivable automation and its benefits.
- Utilize accounts receivable automation software to streamline processes and improve accuracy.
- Analyze customer accounts and identify discrepancies.
- Generate reports and reconcile accounts receivable data with other financial systems.

## **Module 8: Accounts Receivable Best Practices**

Module 8 of the Accounts Receivable Specialist course provides an overview of best practices for managing accounts receivable. It covers topics such as setting up an effective accounts receivable system, managing customer accounts, and dealing with delinquent accounts. It also provides guidance on how to use technology to streamline accounts receivable processes and improve customer service.

### ***Lessons***

- Understanding the Accounts Receivable Process
- Analyzing and Reconciling Accounts Receivable
- Establishing and Maintaining Credit Policies
- Managing Collections and Disputes
- Utilizing Automation and Technology
- Implementing Internal Controls
- Analyzing and Reporting on Accounts Receivable Performance
- Understanding the Impact of Interest and Late Fees
- Developing Strategies for Improving Cash Flow
- Understanding the Impact of Bad Debt

**After completing this module, students will be able to:**

- Understand the importance of accurate and timely accounts receivable processes.
- Develop strategies to ensure customer payments are received in a timely manner.
- Utilize best practices for accounts receivable management.
- Identify and resolve common accounts receivable issues.

## **Module 9: Accounts Receivable Fraud Prevention**

Module 9 of the Accounts Receivable Specialist course focuses on fraud prevention. It covers topics such as identifying and preventing fraudulent activities, understanding the legal implications of fraud, and developing strategies to protect against fraud. It also provides guidance on how to investigate and report suspicious activity.

## **Lessons**

- Identifying and Investigating Suspicious Transactions
- Understanding the Different Types of Accounts Receivable Fraud
- Implementing Internal Controls to Prevent Fraud
- Utilizing Technology to Monitor Accounts Receivable
- Developing Policies and Procedures to Mitigate Risk
- Analyzing Financial Statements for Fraudulent Activity
- Investigating and Resolving Disputes
- Understanding the Legal Implications of Fraud
- Developing Strategies to Detect and Prevent Fraudulent Activity
- . Establishing Internal Auditing Procedures for Accounts Receivable

### **After completing this module, students will be able to:**

- Identify and analyze potential fraud risks associated with accounts receivable transactions.
- Develop and implement internal controls to prevent and detect accounts receivable fraud.
- Utilize data analytics to identify suspicious activity and investigate potential fraud cases.
- Develop and implement policies and procedures to ensure compliance with applicable laws and regulations related to accounts receivable fraud prevention.

## **Module 10: Accounts Receivable Dispute Resolution**

Module 10 of the Accounts Receivable Specialist course focuses on dispute resolution. It covers topics such as understanding the dispute process, identifying and resolving customer disputes, and developing strategies for successful dispute resolution. It also provides guidance on how to handle customer complaints and how to use dispute resolution techniques to resolve customer disputes.

## **Lessons**

- Understanding the Dispute Resolution Process
- Identifying Common Disputes
- Analyzing Disputes and Resolving Issues
- Negotiating Payment Terms
- Documenting Dispute Resolution
- Utilizing Technology to Streamline Dispute Resolution
- Understanding the Impact of Disputes on Cash Flow
- Developing Strategies to Prevent Disputes
- Managing Disputes with Customers
- . Understanding the Legal Implications of Dispute Resolution

### **After completing this module, students will be able to:**

- Understand the process of resolving customer disputes in accounts receivable.
- Develop strategies to prevent customer disputes from occurring.
- Utilize effective communication techniques to resolve customer disputes.

- Analyze customer accounts to identify potential disputes and take appropriate action.