

Credit Control

Course description

Credit Control. The aim of this course is to provide managers with an awareness and basic understanding of credit control methods and techniques. It aims to enable managers to be more effective in ensuring their customers meet their commitments to pay regularly and on time.

This course suits

Anyone wishing to improve their credit control skills.

What delegates will gain from the course

- An understanding of the importance of credit control to business success
- Knowledge of credit ratings and credit procedures
- Best practice in debt collection
- Write offs and sanctions for customers

Timetable

09:30 - 10:00 Coffee & Course Objectives

10:00 - 10:30 "A Sale is not Completed Until The Bill has been Paid" - The Need for Credit Control

10:30 - 11:15 Credit Rating

11:15 - 11:30 Coffee Break

11:30 - 13:00 Credit Control

13:00 - 14:00 Lunch

14:00 - 15:00 Importance of the Telephone

15:00 - 16:00 Importance of Written Communications

16:00 - 16:30 Customer Sanctions

16:30 Summary & Action Plans Agreed