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Course Name

Advanced Collection Skills

Sector Name

Finance, Accounting and Banking

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Advanced Collection Skills

Course Introduction

Effective receivables management and debt collection are critical to maintaining healthy cash flow, minimizing overdue payments, and ensuring financial stability. In Saudi Arabia, collection professionals must also navigate increasingly sophisticated invoicing requirements, VAT regulations, electronic invoicing obligations, and financial documentation standards administered by the Zakat, Tax and Customs Authority (ZATCA).

The Advanced Collection Skills program is a comprehensive five-day virtual training course designed for experienced collection professionals, accounts receivable specialists, credit controllers, and finance personnel operating within the Saudi business environment.

The program provides practical approaches to managing the complete invoice-to-collection cycle, ensuring accurate billing documentation, handling customer disputes, improving overdue receivables recovery, and strengthening credit control practices.

Special attention is given to Saudi VAT requirements, ZATCA electronic invoicing (FATOORA), credit and debit notes, invoice reconciliation, payment allocation, and the relationship between

compliant financial documentation and successful collection outcomes. The course also explores advanced collection negotiations, customer payment behavior, escalation procedures, and performance monitoring.

Through practical exercises, Saudi business scenarios, invoice reviews, collection simulations, and financial reporting activities, participants will develop the skills required to improve collection efficiency, reduce outstanding receivables, and support effective cash flow management.

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Target Audience

- ✓ Senior Collection Officers and Collection Supervisors
- ✓ Accounts Receivable Specialists and Managers
- ✓ Credit Controllers and Credit Management Professionals
- ✓ Finance and Accounting Officers
- ✓ Billing and Invoicing Specialists
- ✓ Revenue and Receivables Management Professionals
- ✓ Finance Team Leaders responsible for overdue accounts and payment recovery

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Learning Objectives

- ✓ credit control and recovery techniques.
- ✓ Apply relevant Saudi VAT and ZATCA e-invoicing requirements to invoice preparation, documentation, and collection processes.
- ✓ Identify and resolve invoicing discrepancies, customer disputes, payment allocation errors, and reconciliation issues.
- ✓ Analyze overdue receivables using aging reports, customer payment history, and collection risk indicators.
- ✓ Develop effective collection strategies based on customer segmentation, outstanding balances, and payment behavior.
- ✓ Apply advanced negotiation and communication techniques to recover overdue payments while maintaining professional customer relationships.
- ✓ Manage payment arrangements, collection escalations, and disputed receivables using structured procedures.
- ✓ Strengthen coordination between Finance, Accounts Receivable, Sales, Customer Service, and Legal teams.
- ✓ Monitor collection effectiveness using key financial indicators, including DSO, overdue ratios, and collection effectiveness.
- ✓ Develop practical improvement plans to reduce outstanding receivables, strengthen invoice accuracy, and improve cash flow.

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Course Outline

✓ DAY 1

Advanced Accounts Receivable Management & Collection Strategy

Module 1: Managing the Invoice-to-Cash Cycle

- ✓ Understanding the complete Order-to-Cash (O2C) process.
- ✓ Accounts receivable responsibilities and financial controls.
- ✓ Credit terms, payment conditions, and customer account management.
- ✓ Identifying the main causes of delayed payments.
- ✓ Improving coordination between Billing, Sales, Finance, and Collections.
- ✓ Establishing effective collection policies and procedures.

Module 2: Advanced Receivables Analysis and Collection Planning

- ✓ Preparing and interpreting accounts receivable aging reports.
- ✓ Segmenting receivables by overdue period, customer type, and collection risk.
- ✓ Prioritizing high-value and high-risk outstanding balances.
- ✓ Analyzing customer payment patterns and historical behavior.
- ✓ Developing targeted collection strategies for different customer categories.
- ✓ Establishing collection targets and follow-up schedules.
- ✓ Preparing short-term collection forecasts.

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Course Outline

✓ DAY 2

Saudi VAT, ZATCA E-Invoicing & Invoice Accuracy

Module 3: Saudi VAT and ZATCA Requirements for Collection Professionals

- ✓ Overview of Saudi VAT and its relationship to billing and receivables.
- ✓ Understanding standard tax invoices and simplified tax invoices.
- ✓ Reviewing mandatory invoice information and documentation.
- ✓ Understanding VAT treatment in customer billing and adjustments.
- ✓ Managing VAT-related invoice discrepancies.
- ✓ Understanding credit notes, debit notes, and invoice corrections.
- ✓ The importance of accurate tax documentation for successful collections.

Module 4: Electronic Invoicing (FATOORA) and Invoice Management

- ✓ Overview of ZATCA's electronic invoicing framework.
- ✓ Understanding the Generation and Integration phases.
- ✓ Key differences between B2B and B2C invoicing requirements.
- ✓ Reviewing e-invoice details, references, and supporting documents.
- ✓ Common e-invoicing errors affecting customer payment processing.
- ✓ Handling rejected, disputed, or incorrectly issued invoices.
- ✓ Managing invoice amendments through appropriate credit and debit notes.

✓ Establishing invoice verification and documentation controls.

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✓ DAY 3

Advanced Collection Techniques, Negotiation & Debt Recovery

Module 5: Advanced Collection Communication and Negotiation

- ✓ Understanding customer payment behavior and collection challenges.
- ✓ Developing professional collection communication strategies.
- ✓ Structuring effective collection calls and follow-up discussions.
- ✓ Applying advanced negotiation techniques to overdue payments.
- ✓ Managing payment objections, delays, and customer excuses.
- ✓ Handling difficult customers and sensitive financial conversations.
- ✓ Obtaining clear payment commitments and documenting agreements.
- ✓ Maintaining positive customer relationships while enforcing payment obligations.

Module 6: Managing Overdue Accounts and Escalation Procedures

- ✓ Establishing structured overdue payment follow-up procedures.
- ✓ Developing collection reminder and escalation sequences.
- ✓ Managing promises to pay and broken payment commitments.
- ✓ Negotiating installment plans and payment arrangements.
- ✓ Identifying high-risk and potentially uncollectible accounts.
- ✓ Understanding internal escalation and legal referral procedures.

- ✓ Maintaining accurate collection records and communication histories.
- ✓ Applying professional and compliant debt recovery practices.

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Course Outline

✓ DAY 4

Invoice Disputes, Payment Reconciliation & Collection Controls

Module 7: Managing Invoice Disputes and Billing Discrepancies

1. Identifying common causes of invoice disputes.

✓ Managing differences between purchase orders, contracts, and invoices.
✓ Resolving incorrect pricing, quantities, tax amounts, and billing details.
✓ Handling missing supporting documents and customer acceptance requirements.
✓ Coordinating dispute resolution between Finance, Sales, and Operations.
✓ Managing disputed balances and partial payment arrangements.
✓ Establishing dispute resolution timelines and escalation responsibilities.
✓ Preventing recurring billing and documentation errors.

Module 8: Payment Allocation, Reconciliation and Receivables Controls

✓ Understanding customer payment allocation procedures.
✓ Matching receipts to outstanding invoices.
✓ Managing partial payments, advance payments, and unidentified receipts.
✓ Reconciling customer statements and outstanding balances.
✓ Resolving unapplied cash and account reconciliation differences.
✓ Managing credit balances and customer adjustments.

- ✓ Establishing internal controls for payment posting and receivables management.
- ✓ Improving invoice-to-payment traceability and documentation.

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Course Outline

✓ DAY 5

Collection Performance, Credit Risk & Cash Flow Optimization

Module 9: Advanced Collection Performance Management

- ✓ Understanding key collection performance indicators.
- ✓ Calculating and interpreting Days Sales Outstanding (DSO).
- ✓ Measuring Collection Effectiveness Index (CEI).
- ✓ Monitoring overdue receivables and aging trends.
- ✓ Analyzing collection recovery rates and payment commitments.
- ✓ Developing collection performance dashboards and management reports.
- ✓ Identifying collection process weaknesses and improvement opportunities.
- ✓ Setting realistic collection targets and accountability measures.

Module 10: Credit Control, Cash Flow Improvement and Collection Planning

- ✓ Understanding the relationship between credit control and cash flow.
- ✓ Evaluating customer credit exposure and payment risks.
- ✓ Reviewing credit limits and payment terms.
- ✓ Developing preventive measures to reduce overdue balances.
- ✓ Forecasting expected customer collections.

- ✓ Strengthening collection procedures and internal coordination.
- ✓ Identifying opportunities for process automation and reporting improvement.
- ✓ Developing a practical collection improvement roadmap.

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 28, 2027	July 2, 2027	5 days	2150.00 $	Virtual , Online
Nov. 22, 2027	Nov. 26, 2027	5 days	2150.00 $	Virtual , Online
March 22, 2027	March 26, 2027	5 days	4250.00 $	UAE , Dubai
Sept. 20, 2027	Sept. 24, 2027	5 days	5950.00 $	USA , Los Angeles

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