

## COURSE OVERVIEW FM0056 Certified Accounts Receivable Professional

### Course Title

Certified Accounts Receivable Professional

### Course Date/Venue

Session 1: August 16-20, 2026/Crowne Meeting Room, Crowne Plaza Al Khobar, an IHG Hotel, Al Khobar, KSA

Session 2: November 01-05, 2026/Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE

### Course Reference

FM0056

### Course Duration/Credits

Five days/3.0 CEUs/30 PDHs

### Course Description



***This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using “MS-Excel” application.***

This course is designed to provide participants with a detailed and up-to-date overview of Accounts Receivable. It covers the importance of accounts receivable management and accounts receivable process; developing and implementing accounts receivable policies and procedures; the credit management, credit evaluation process, credit scoring, credit limits and monitoring credit risk; the invoice components, invoice numbering, invoice creation and issuance process; and the invoice payment and posting.



During the interactive course, participants will learn the accounts receivable reporting; the technology and tools for accounts receivable management; the cash application process, deductions management process, dispute resolution process and bad debt management process; the dispute investigation, dispute resolution strategies, debt recovery strategies and customer relationship management (CRM); the key performance indicators (KPIs), days sales outstanding (DSO), collection effectiveness index (CEI) and past due accounts percentage; the risk management, process improvement and team management in accounts receivable; the credit risk, fraud risk, operational risk, lean principles and six sigma; the continuous improvement and performance management; and improving leadership skills, communication skills, decision-making skills and strategic planning skills.



### Course Objectives/Outcomes & Benefits for the Participants

Upon the successful completion of this course, each participant will be able to:-

- Get certified as a “*Certified Accounts Receivable Professional*”
- Discuss the importance of accounts receivable management and accounts receivable process
- Develop and implement accounts receivable policies and procedures
- Implement credit management, credit evaluation process, credit scoring, credit limits and monitor credit risk
- Identify invoice components, invoice numbering, invoice creation and issuance process, invoice payment and posting
- Carryout accounts receivable reporting and recognize the technology and tools for accounts receivable management
- Apply cash application process, deductions management process, dispute resolution process and bad debt management process
- Carryout dispute investigation, dispute resolution strategies, debt recovery strategies and customer relationship management (CRM)
- Employ key performance indicators (KPIs) and discuss days sales outstanding (DSO), collection effectiveness index (CEI) and past due accounts percentage
- Carryout risk management, process improvement and team management in accounts receivable
- Identify credit risk, fraud risk, operational risk, lean principles and six sigma as well as ensure continuous improvement
- Implement performance management and improve leadership skills, communication skills, decision-making skills and strategic planning skills

### Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials, conveniently saved in a **Tablet PC**.

### Who Should Attend

This course provides and overview for all significant aspects and considerations on accounts receivable for those who are involved directly and indirectly with the responsibility of sales, marketing, credit approval, credit review and collection.

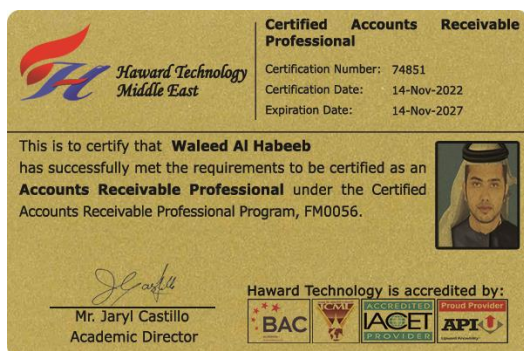
**Course Certificate(s)**

- (1) Internationally recognized Competency Certificates and Plastic Wallet Cards will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Successful candidate will be certified as a “*Certified Accounts Receivable Professional*”. Certificates are valid for 5 years.

**Recertification is FOC for a Lifetime.**

**Sample of Certificates**

The following are samples of the certificates that will be awarded to course participants:-





- (2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.

\* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \*



**Haward Technology Middle East**  
Continuing Professional Development (HTME-CPD)

CEUs

**CEU Official Transcript of Records**

**TOR Issuance Date:** 14-Nov-22  
**HTME No.** 74851  
**Participant Name:** Waleed Al Habeeb

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
FM0056	Certified Accounts Receivable Professional	November 10-14, 2022	30	3.0

**Total No. of CEU's Earned as of TOR Issuance Date** **3.0**

**TRUE COPY**  
  
**Jaryl Castillo**  
 Academic Director

Haward Technology has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2013 Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2013 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology is accredited by



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\* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \*




### Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations: -

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

### Course Fee

**US\$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

### Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

**Course Instructor(s)**

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Mr. Lionel Perry**, FFA FIPA, CA, CFE, MSc, BSc, is a **Senior Financial & Accounting Management Expert** with almost **35 years** of extensive experience within **Oil & Gas, Petrochemical, Refinery, Power & Water Utilities, Other Energy** Sectors and **Financial** industries. His vast experience widely covers in the areas of **Financial Analysis** Techniques, **Financial Analysis**, Evaluation & Budgeting, **Financial Analysis**, **Legal Translation**, **Legal Documentation** Processes and Procedures, **Contract and Legal Document Drafting**, **Contract Negotiation and Legal Perspective**, **Legal Compliance and Corporate Governance**, Budgeting & Feasibility Study, **Financial & Accounting**

Management, **Financial Accounting** Principles, **Accounting** Principles & Framework, **Accounting Policy** Framework, **Accounting & Financial Strategy**, **Contract Management**, **Contract Negotiation**, **Contract Management & Tendering**, **Contract & Risk Management**, **Accounting & Performance** Measurement, **Budgeting**, **Accounting & Cost Control**, **General Accounting**, **Control & Internal Auditing**, Operational & **Financial Auditing**, **Finance & Accounting** Principles, **Fund & Accounting** Procedures, Advanced **Consolidation & Financial Reporting**, **Financial Statements** Review, **Accounts Payable** Management, **Accounts Payable GAAP** (Generally Accepted Accounting Principles), **Accounts Payable** Principles & Guidelines, **Accounts Payable & Disbursements**, **Accounts Payable** Best Practices, **Accounts Payable** Planning & Organising, **Accounts Receivable & Accounts Payable (AR/AP)** Process, **VAT Reclaim & Refunds** Procedures, **VAT** for Financial Services & Insurance, **VAT Fraud Detection**, Prevention & Penalties, Effective **VAT Auditing Techniques**, **VAT Implication** in Mergers & Acquisition, **VAT** for Importers & Exporters, Global Perspective of **VAT** on Digital Platforms, **Tax Law**, **Accounting Information** Systems, **Accrual Accounting** System, **Accrual Basis** of **Accounting** for Governments & Government Entities, **Cash & Revenue** Recognition, **Accounting** of Heritage Assets, **Project Accounting**, Petroleum Advanced **Budgeting & Forecasting**, **Budgeting & Reporting**, **Strategic Planning** Process, **Budgeting** Best Practices, **Budgetary Controls**, Effective **Purchasing Skills**, **Purchasing** Methods, **Procurement** Strategies, **Contract Purchasing**, **Vendor & Supplier** Management, **Negotiation Skills**, **Supplier Performance** Monitoring, **Purchasing Strategy & Planning**, **Inventory** Planning & Control, **Change Management**, Advanced **Procurement Tools & Techniques**, **Shipping & Distribution** Management, **Outsourcing** Strategy, Incoterms, Bill of Lading Fundamentals and Export Documentation. He is currently the **Partner/Owner & Director** of **Accountancy & Consultancy** in **The Netherlands** wherein he has wide range of engagements in financial and accounting management, tax law, accounting information systems, auditing of various international organizations including fraud investigations, internal, operational and financial auditing in accordance with International Financial Reporting Standards (**IFRS**) and International Public Sector Accounting Standards (**IPSAS**).

During his career life, Mr. Perry has gained his academic and field experience through his various significant positions and dedication as the **Finance & Operations Director**, **Financial Manager**, **Accounts Payable Manager**, **Financial Controller**, **Chairman** of the **Committee**, **Financial Expert**, **Financial Analyst**, **VAT Specialist**, **VAT Compliance Officer**, **VAT Advisor**, **Quality Manager**, **Audit Manager**, **Project Manager**, **Newsletter Editor**, **Team Leader**, **Audit Supervisor**, **Auditor**, **Audit Consultant**, **Treasurer**, **Accounting Assistant**, **Advisor**, **Advisor of the Dean**, **Corrector**, **IPSAS Consultant**, **Speaker/Developer/Facilitator**, **Lecturer**, **Coach**, **Mentor** and **Senior Instructor/Trainer** from the various international universities, world banks, governments and oil and gas consultancy engineering companies such as the Blackstone Interim Management Ltd., IASeminars Ltd., Foundation Surinamese Museum, Zuiverloon Ltd., Dalstaete Accountants, Deloitte Accountants, Masman Bosman Accountants, Suriname Accountants & Business Consultants, Tjong A Hung Accountants, Ministry of Education & Sciences, NCOI, Ichthus University of Rotterdam, Erasmus University of Rotterdam, Anton de Kom University, National Deforestation & Timber Co., Dutch Ministry of Foreign Affairs, Technical Centre for Agricultural & Rural Cooperation and Asian Development Bank (ADB).

Mr. Perry has a **Master's** degree in **Economics**, **Tax Law**, **Financial Accounting & Accounting Information Systems** and a **Postgraduate** degree in **Accounting** from the **University of Amsterdam**, **The Netherlands**. Further, he is a **Chartered Accountant**, a **Certified Fraud Examiner**, a **Certified Instructor/Trainer**, a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership and Management (ILM)**, a fellow member of **The Netherlands Royal Institute of Chartered Accountant (CA)**, **The Netherlands**, **The Association of Certified Fraud Examiners (CFE)**, **USA**, **The Institute of Public Accountants (IPA)**, **Australia** and **The Institute of Financial Accountants (IFA)**, **UK** and has obtained the **UNDP Security Clearance Trainings (BSAFE)**. Moreover, he has developed several **international public courses** on **auditing** and **accounting** and presented several papers on **IPSAS** and has further delivered various trainings, workshops, seminars, courses and conferences worldwide.





**Training Methodology**

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

**Learning Design & Customization**

This course can be customized to the exact requirements of clients. Howard Technology is so proud of our huge capabilities in tailoring our courses to the training needs of our valued clients.

**Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

**Day 1**

0730 - 0800	Registration & Coffee
0800 - 0815	Welcome & Introduction
0815 - 0830	<b>PRE-TEST</b>
0830 - 0930	<b>Introduction to Accounts Receivable</b> Definition of Accounts Receivable • Importance of Accounts Receivable Management • Accounts Receivable Process
0930 - 0945	Break
0945 - 1030	<b>Accounts Receivable Policies &amp; Procedures</b> Developing Accounts Receivable Policies & Procedures • Implementing Accounts Receivable Policies & Procedures • Reviewing & Updating Accounts Receivable Policies & Procedures
1030 - 1230	<b>Credit Management</b> Credit Evaluation Process • Credit Scoring • Credit Limits • Monitoring Credit Risk
1230 - 1245	Break
1245 - 1420	<b>Invoice Creation &amp; Issuance</b> Invoice Creation Process • Invoice Components • Invoice Numbering • Invoice Issuance Process
1420 - 1430	<b>Recap</b>
1430	Lunch & End of Day One

**Day 2**

0730 - 0930	<b>Invoice Payment &amp; Posting</b> Payment Options • Payment Terms • Posting Payments • Reconciliation of Payments
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0930 – 0945	Break
0945 – 1100	<b>Customer Communication</b> Communicating with Customers • Collection Calls • Collection Letters • Negotiating Payment Plans
1100 – 1230	<b>Accounts Receivable Reporting</b> Reports & Analysis • Aging Reports • Bad Debt Reporting • Accounts Receivable Turnover
1230 – 1245	Break
1245 – 1420	<b>Technology &amp; Tools</b> Technology & Tools for Accounts Receivable Management • Accounting Software • Customer Relationship Management (CRM) Software • Electronic Invoicing
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Two

**Day 3**

0730 – 0930	<b>Legal &amp; Regulatory Compliance</b> Legal & Regulatory Compliance for Accounts Receivable • Fair Debt Collection Practices Act (FDCPA) • Bankruptcy Laws • Credit Reporting Laws
0930 – 0945	Break
0945 – 1100	<b>Cash Application</b> Cash Application Process • Unapplied Payments • Short Payments • Overpayments
1100 – 1230	<b>Deductions Management</b> Deductions Management Process • Causes of Deductions • Resolving Deductions • Preventing Future Deductions
1230 – 1245	Break
1245 – 1420	<b>Dispute Resolution</b> Dispute Resolution Process • Types of Disputes • Dispute Investigation • Dispute Resolution Strategies
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Three

**Day 4**

0730 – 0930	<b>Bad Debt Management</b> Bad Debt Management Process • Writing Off Bad Debt • Debt Recovery Strategies • Bankruptcy & Collections
0930 – 0945	Break
0945 – 1100	<b>Customer Relationship Management</b> CRM Software • Customer Retention Strategies • Customer Satisfaction Surveys
1100 – 1230	<b>Key Performance Indicators</b> Key Performance Indicators (KPIs) for Accounts Receivable • Days Sales Outstanding (DSO) • Collection Effectiveness Index (CEI) • Past Due Accounts Percentage
1230 – 1245	Break
1245 – 1420	<b>Risk Management</b> Risk Management in Accounts Receivable • Credit Risk • Fraud Risk • Operational Risk
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Four



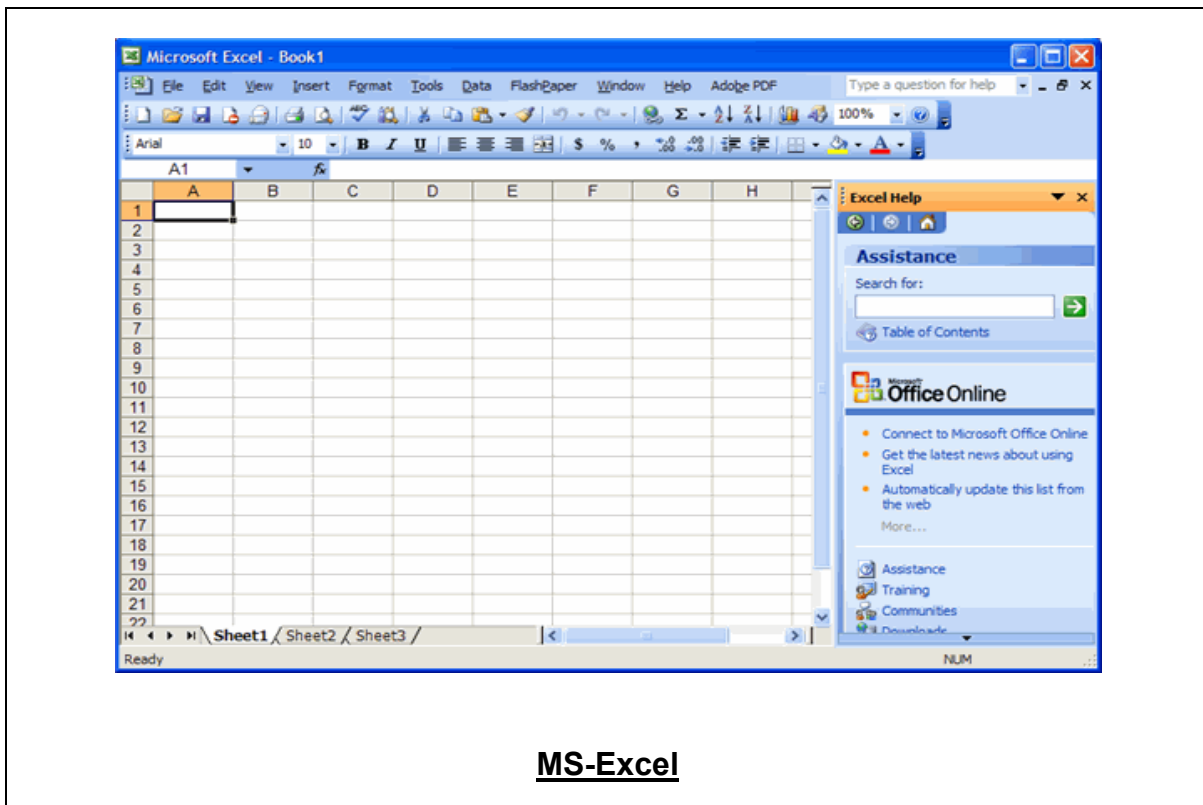


**Day 5**

0730 – 0930	<b>Process Improvement</b> Process Improvement in Accounts Receivable • Lean Principles • Six Sigma • Continuous Improvement
0930 – 0945	Break
0945 – 1100	<b>Team Management</b> Team Management in Accounts Receivable • Hiring & Training • Performance Management • Motivating & Rewarding
1100 – 1230	<b>Leadership Skills</b> Leadership Skills for Accounts Receivable Professionals • Communication Skills • Decision-Making Skills • Strategic Planning Skills
1230 – 1245	Break
1245 – 1300	<b>Professional Development</b> Strategies for Professional Development in Accounts Receivable • Networking Opportunities • Continuing Education & Certification Opportunities
1300 – 1315	<b>Course Conclusion</b>
1315 – 1415	<b>COMPETENCY EXAM</b>
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

**Simulator (Hands-on Practical Sessions)**

Practical sessions will be organized during the course for delegates to practice the theory learnt. Delegates will be provided with an opportunity to carryout various exercises using “MS-Excel” application.



**Course Coordinator**

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