COURSE OVERVIEW FM0618-3D
Revenue Collection

Course Title
Revenue Collection

Course Date/Venue
Session 1: October 11-13, 2026/Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE
Session 2: December 06-08, 2026/Crowne Meeting Room, Crowne Plaza Al Khobar, an IHG Hotel, Al Khobar, KSA

Course Reference
FM0618-3D

Course Duration/Credits
Three days/1.8 CEUs/18 PDHs

Course Description

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

This course is designed to provide participants with a detailed and up-to-date overview of Revenue Collection. It covers the importance of cash flow, liquidity management, revenue collection lifecycle and roles and responsibilities of collection teams; the revenue cycle, accounts receivable management, customer segmentation and risk profiling; the billing accuracy and revenue assurance and credit management fundamentals; the collection performance metrics, KPIs and legal and regulatory considerations; the collection strategies and techniques, customer communication and negotiation skills; managing delinquent and high-risk accounts; and the debt recovery and enforcement processes.

During this interactive course, participants will learn the payment plans, settlement management, revenue collection technology and automation; the fraud prevention and revenue protection; the revenue analytics, business intelligence, revenue assurance and leakage management; the forecasting and cash flow optimization, customer experience in revenue collection, internal controls and audit readiness; the continuous improvement and best practices; and the future trends in revenue collection.

Course Objectives/Outcomes & Benefits for the Participants

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

- Apply and gain an in-depth knowledge on revenue collection
- Discus the importance of cash flow and liquidity management, revenue collection lifecycle and roles and responsibilities of collection teams
- Carryout revenue cycle and accounts receivable management, customer segmentation and risk profiling, billing accuracy and revenue assurance as well as credit management fundamentals
- Recognize collection performance metrics, KPIs and legal and regulatory considerations
- Implement collection strategies and techniques, customer communication and negotiation skills
- Manage delinquent and high-risk accounts and apply debt recovery and enforcement processes
- Apply payment plans and settlement management, revenue collection technology and automation including fraud prevention and revenue protection
- Employ revenue analytics and business intelligence, revenue assurance and leakage management as well as forecasting and cash flow optimization
- Carryout customer experience in revenue collection and internal controls and audit readiness
- Apply continuous improvement and best practices and discuss future trends in revenue collection

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 an overview of all significant aspects and considerations of revenue collection for revenue collection officers and supervisors, finance and accounts receivable professionals, billing and customer service personnel, credit control and debt recovery specialists, revenue assurance professionals, utility and municipal revenue management staff, treasury and cash management personnel, operations managers responsible for revenue performance, internal audit and compliance professionals, professionals involved in revenue collection, payment processing, and receivables management.

Accommodation

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

Course Certificate(s)
Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours

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

- 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.

- 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 **1.8 CEUs** (Continuing Education Units) or **18 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$ 3,750 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

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. Mike Taylor, MScLI, MBA, MBL, BSc, is a **Senior Management & Financial Consultant** with over **25 years** of extensive experience in the areas of **Financial Budgeting**, **Financial Planning Control** & Performance Measurement; **Budgeting & Costing** for Decision Making, **Financial & Accounting** Management, **Planning**, **Budgeting & Cost Control**, **Payroll Management**, & **Payroll Analysis**, **Talent Management**, **Talent** Identification, **Talent Assessment**, **Talent Review** Meetings, **Performance** Management, Succession **Planning**, **Competency-based** Programs, **Project** Management, **Supply Chain** Management, **Communication** Skills, **Corporate Planning**, **Performance Drive**, **Ownership**, **Adaptability & Learning**, **HSSE & Sustainability**, **Teamwork**, **Leadership** Management, **Quality Management System**, **Facilitation & Leadership** Skills, **Coaching**, **Human Resource** Development, **Psychometric** Testing, **Career Development** & Competence, **Succession Planning**, **Self-Development & Empowerment**, **Personal Learning Needs Identification**, Critical Success Factors (**CSFs**), Key Performance Indicators (**KPIs**), Productivity **Creativity & Thinking** Modes, **Human Resource Scorecard** Management, **Career Laddering**, **Fast-Track Career Progression** Application, **Knowledge** Management, **Customer** Management, **Leadership** Skills, **Presentation** Skills, **Negotiation** Skills, **Decision Making** Skills, **Communication** Skills, **Emotional Intelligence**, **Performance** Management, **Contract** Management, **Quality** Management, **Commercial Strategy**, **Risk** Management, **Leadership & Business** Management, **Human Resource** Management, **Business Development**, Innovation, Sales Strategy and Knowledge & **Intangible Asset Assessment** Design. Further, he is also well versed in **Organization Management & Business Consulting**, **Stakeholder & Supplier Evaluation**, **Data Collection & Information Gathering**, **Value & Supply Chain** Management, **Intellectual Property & Innovation** Assessments, **Logistics & Supply Chain** Management, **Budgeting & Cost Control** and **Marketing** Management. Mr. Taylor was **Appointed** as an **Executive/Management Development Facilitator** wherein he was responsible for the development of Executives & Senior Managers specializing in innovation, knowledge management and commercial negotiation as well as authored, implemented and executed a global 21st century facilitation and leadership methodology.

During his career life, Mr. Taylor has gained his practical and field experience through his various significant positions and dedication as the **Multinational/Corporate Senior Management Consultant**, **Business Consultant/Facilitator**, **Business Consultant/Coach**, **Client Director**, **International Sales & Business Development Manager**, **Regional Sales Manager**, **National Key Accounts Manager**, **Commercial Sales & Marketing Consultant**, **Sales & Marketing Representative**, **Key Note Speaker** and **Instructor/Trainer** for various international companies such as the Highland Group (Business Consulting), **Anglo American**, **BHP Billiton**, Rio Tinto, DI Management Solutions (BPO), RMG/Contact Media & Communications, Paul Dinsdale Properties (PDP), Giant Leap Architects, Wise Capital Investments (HOD), Evolution® Advertising, Collaborative Xchange, Leatt Corporation, Dentsply SA, Binzagr Company, **Unilever**, **Kellogg's**, BAT, **Hershey's**, CORO, Lilly Direct/Lennon Generics and Bausch & Lomb.

Mr. Taylor has a **Master's** degree in **Leadership & Innovation**, **Business Administration** and **Business Leadership** as well as a **Bachelor's** degree in **Physical Education**. Further, he is a **Certified Instructor/Trainer** and a member of Incremental Advantage, Da Vinci Institute, Black Management Forum, Institute of Directors (IOD), World Future Society (WFS), Social Science Research Network, University of Kwazulu Natal (Alumnus), Anthropology & Archaeology Research Network and National Research Foundation (NRF). He has further delivered numerous trainings, courses, workshops, seminars and conferences globally.

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. Haward 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 workshop 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	***PRE-TEST***
0830 – 0930	***Introduction to Revenue Collection Management*** *Revenue Collection Principles and Objectives • Importance of Cash Flow and Liquidity Management • Revenue Collection Lifecycle Overview • Roles and Responsibilities of Collection Teams*
0930 – 0945	*Break*
0945 – 1030	***Revenue Cycle & Accounts Receivable Management*** *Revenue Generation and Billing Processes • Accounts Receivable Lifecycle • Revenue Leakage Identification • Collection Performance Indicators*
1030 – 1100	***Customer Segmentation & Risk Profiling*** *Customer Classification Methodologies • Credit Risk Assessment Techniques • Payment Behavior Analysis • High-Risk Customer Identification*
1100 - 1130	***Billing Accuracy & Revenue Assurance*** *Billing Process Controls • Revenue Assurance Frameworks • Common Billing Errors and Causes • Revenue Leakage Prevention Strategies*
1130 – 1215	***Credit Management Fundamentals*** *Credit Policies and Procedures • Creditworthiness Evaluation • Credit Limit Establishment • Customer Onboarding Controls*
1215 – 1230	*Break*
1230 – 1300	***Collection Performance Metrics & KPIs*** *Days Sales Outstanding (DSO) • Collection Effectiveness Index • Aging Analysis and Monitoring • Cash Collection Forecasting*
1300 – 1345	***Legal & Regulatory Considerations*** *Debt Collection Regulations • Consumer Protection Requirements • Contractual Rights and Obligations • Compliance and Ethical Considerations*

1345 – 1420	***Workshop 1: Accounts Receivable & Aging Analysis*** *Receivables Portfolio Assessment • Aging Report Interpretation • Collection Prioritization Exercises • Recovery Strategy Development*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day One*

Day 2

0730 – 0830	***Collection Strategies & Techniques*** *Preventive Collection Approaches • Early-Stage Collection Strategies • Delinquency Management Techniques • Escalation Procedures and Interventions*
0830 – 0930	***Customer Communication & Negotiation Skills*** *Effective Collection Communications • Negotiation and Persuasion Techniques • Managing Difficult Customer Interactions • Maintaining Customer Relationships During Collections*
0930 – 0945	*Break*
0945 – 1100	***Managing Delinquent & High-Risk Accounts*** *Delinquency Categorization • Collection Prioritization Methodologies • Recovery Planning Strategies • High-Value Account Management*
1100 – 1130	***Debt Recovery & Enforcement Processes*** *Collection Escalation Frameworks • Legal Recovery Options • External Collection Agencies • Write-Off and Recovery Procedures*
1130 – 1215	***Payment Plans & Settlement Management*** *Structuring Repayment Arrangements • Settlement Negotiation Techniques • Monitoring Payment Agreements • Default Management Procedures*
1215 – 1230	*Break*
1230 – 1300	***Revenue Collection Technology & Automation*** *Collection Management Systems • Automated Payment Reminders • Digital Payment Platforms • Workflow Automation Tools*
1300 – 1345	***Fraud Prevention & Revenue Protection*** *Fraud Risk Identification • Revenue Theft and Manipulation Controls • Internal Control Mechanisms • Fraud Investigation Procedures*
1345 – 1420	***Workshop 2: Collection Negotiation Simulation*** *Customer Communication Role Plays • Payment Plan Negotiations • Dispute Resolution Exercises • Difficult Account Management Scenarios*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Two*

Day 3

0730 – 0830	***Revenue Analytics & Business Intelligence*** *Revenue Trend Analysis • Customer Payment Behavior Analytics • Predictive Collection Modelling • Dashboard Development and Reporting*
0830 – 0930	***Revenue Assurance & Leakage Management*** *Revenue Assurance Frameworks • Leakage Detection Methodologies • Root Cause Analysis Techniques • Corrective Action Planning*
0930 – 0945	*Break*

0945 – 1030	***Forecasting & Cash Flow Optimization*** *Collection Forecasting Techniques • Cash Flow Planning Methodologies • Scenario and Sensitivity Analysis • Working Capital Optimization*
1030 – 1100	***Customer Experience in Revenue Collection*** *Balancing Collections and Customer Satisfaction • Customer-Centric Collection Strategies • Complaint Handling and Resolution • Enhancing Customer Engagement*
1100 - 1130	***Internal Controls & Audit Readiness*** *Collection Process Audits • Internal Control Assessments • Compliance Monitoring Systems • Documentation and Reporting Requirements*
1130 – 1215	***Continuous Improvement & Best Practices*** *Process Improvement Methodologies • Benchmarking Collection Performance • Lean and Six Sigma Applications • Collection Excellence Frameworks*
1215 – 1230	*Break*
1230 – 1300	***Future Trends in Revenue Collection*** *Artificial Intelligence in Collections • Predictive Analytics Applications • Digital Transformation Initiatives • Emerging Technologies and Innovations*
1300 – 1345	***Workshop 3: Revenue Assurance & KPI Dashboard Development*** *Revenue Leakage Identification • KPI Calculation Exercises • Collection Performance Analysis • Action Plan Preparation*
1345– 1400	***Course Conclusion*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Covered During the Course*
1400 – 1415	***POST-TEST***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

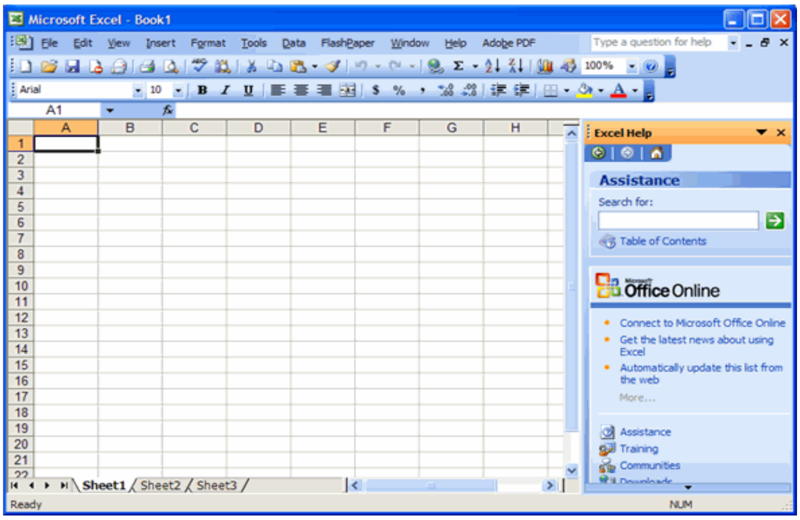
Learning Outcomes

Upon completion of this course, participants will be able to:

- Understand the complete revenue collection and accounts receivable lifecycle
- Develop effective credit management and collection strategies
- Improve cash flow through proactive collection practices
- Reduce delinquency and outstanding receivables
- Apply customer segmentation and risk assessment techniques
- Utilize collection performance metrics and analytics
- Implement revenue assurance controls to prevent revenue leakage
- Enhance customer communication and negotiation effectiveness
- Strengthen compliance with legal and regulatory requirements
- Leverage technology and automation to improve collection efficiency
- Develop continuous improvement initiatives for revenue collection operations
- Support organizational financial performance through optimized revenue recovery processes

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.



MS-Excel

Course Coordinator

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