

COURSE OVERVIEW FM0256 **Managing & Organising Account Receivable**

Course Title

Managing & Organising Account Receivable

Course Date/Venue

November 02-06, 2025/Jabal Gara Meeting Room, Crowne Plaza Al Khobar, an IHG Hotel, Al Khobar, KSA

Course Reference

FM0256

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs

Course Description



This 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 Managing & Organising Account Receivable. It covers the accounts receivable, accounts receivable cycle, policies and procedures for AR management and AR and financial statements; the credit risk in AR, credit management principles and setting credit policies and terms; the collections process and techniques and legal and contractual aspects; the role of technology in credit and collections; the invoicing best practices, cash application and reconciliation and dispute resolution in AR; the performance metrics in AR, process improvement tools and assess AR risks; and the AR compliance and controls, fraud prevention in AR and credit insurance and factoring.

During this interactive course, participants will learn the AR in international trade and strategic role of AR in business performance; the customer relationship management in AR by communicating with empathy in collections, retaining customers while enforcing discipline and building trust through transparency; the advantages of outsourcing AR, risks and challenges in outsourcing and choosing an outsourcing partner; the artificial Intelligence in credit scoring and robotic Process Automation (RPA) for AR; the blockchain in receivables management and cloud-based AR management platforms; the real-time payments and fintech innovations, dynamic discounting and supply chain finance; and the ESG factors in AR management and data-driven decision-making in finance.



Course Objectives

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

- Apply and gain an in-depth knowledge on managing and organising account receivable
- Discuss accounts receivable, accounts receivable cycle, policies and procedures for AR management and AR and financial statements
- Identify credit risk in AR, discuss credit management principles and set credit policies and terms
- Employ collections process and techniques and explain legal and contractual aspects including the role of technology in credit and collections
- Apply invoicing best practices, cash application and reconciliation and dispute resolution in AR
- Recognize performance metrics in AR and process improvement tools as well as identify and assess AR risks
- Carryout AR compliance and controls, fraud prevention in AR and credit insurance and factoring
- Identify AR in international trade and strategic role of AR in business performance
- Apply customer relationship management in AR by communicating with empathy in collections, retaining customers while enforcing discipline and building trust through transparency
- Discuss the advantages of outsourcing AR, risks and challenges in outsourcing and choosing an outsourcing partner
- Explain artificial Intelligence in credit scoring, robotic process automation (RPA) for AR, blockchain in receivables management and cloud-based AR management platforms
- Discuss real-time payments and fintech innovations, dynamic discounting and supply chain finance, ESG factors in AR management and data-driven decision-making in finance

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 managing and organising account receivable for accounts receivable officers and clerks, accountants and finance executives, credit control officers, finance managers and supervisors, business owners and entrepreneurs, administrative and support staff in finance departments and those who are involved in finance, accounting, and credit control functions.



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 **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 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. Osama Harairi, MBA, BA, DBA (on-going), CPA, is a **Certified Public Accountant & Senior Management Consultant** with **25 years** of practical experience in the areas of **Contract Standards & Laws, Bidder Selection & Tender Evaluation, Contract, Tendering, Bidding & Awards, Contract Management, Contract Negotiation Foundations, Advanced Contracts Management, Contract Management for Procurement, Tender Development, Contract Standards & Laws, Contract Management & Tendering, Tender Development, Contract**

Type Selection, Tendering Approach, Tender Specifications, Bid Evaluation Procedures, Evaluating Cost & Revenue, Budgeting & Cost Control, Revenues & Profit Margins, Investment & Strategic Planning, Cash Flow, Corporate Finance, Investment & Asset Management, Operation Management, Debt Restructuring, Budgeting & Risk Management, Annual Costs & Expenses Reduction, Sales & Profit Average Increase, Budgeting & Cost Control, Budget Forecasting, Financial Analysis & Planning, Finance & Auditing Management, Financial Markets Regulations, Financial Accounting, Financial Models & Systems, Financial Indicators, Financial Leverage, Financial Modelling & Forecasting, Financial Analysis Techniques, Financial Data Analysis Concepts & Process, Financial & Accounting Management, Financial Planning Techniques, Cost Optimization, Effective Budgeting & Cost Control, Planning & Forecasting Cost, Economic Cost Analysis, Advanced Supervisory Skills, Behavior Communication, Business Ethics & Etiquette, Communication and Presentation Skills, Dispute Resolution & Risk Identification, Master Planning, Risk Analysis & Management, Business Process Analysis & Modelling and Strategic Management. Further, he is also well-versed in **Six Sigma, Six Sigma Analysis, Lean Six Sigma, Lean Six Sigma Strategies, Six Sigma Training, People Management Essentials, Training Need Analysis, Training Management, Strategic Recruitment, Interviewing & Selection, Human Capital Asset Management, Human Resource Development, Human Resource Management, Career Development & Succession Planning Strategies, HR Management System, Human Relation Skills & EQ Intelligence, Project Management, Project Delivery & Governance Framework, Project Management Systems, Project Management Practices, Project Management Disciplines, Project Risk Management, Dispute Resolution, and Risk Identification.**

During his career life, Mr. Osama had occupied several important positions such as being the **Group CEO, Chief Executive Officer, Chief Financial Officer, Deputy General Manager, Acting General Manager, Accounting Department Head, Contract Manager, Financial Manager, Accounting Manager, Senior Accountant, Accountant, Cashier Supervisor, Financial Consultant, Financial Trainer/Lecturer, Group Finance Consultant, External Auditor, Tax Calculation Expert and Cashier** of HS Group, Almas/Murad Group, Canadian Aluminum Industries, Gulf Food Co. Ltd., Silver Establishment, Musallam Establishment, Zahawani, Al-Naji, Basamat Center, Al Jazira, Al Ramiz International Group, Subhi Abu Gallous Co. and Rum Alladin Engineering Industries Co.

Mr. Osama has a **Bachelor's degree in Accounting**, holds **MBA** and currently enrolled for **Professional Doctorate of Business Administration (DBA)**. Further, he is also a **Certified Trainer, a Certified Public Accountant (CPA), a Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**, a **Board Member** and has wide range of published reports and journal articles in banking consulting and economic publications. He has further delivered numerous trainings, courses, seminars, conferences and workshops 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.

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 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: Sunday, 02nd of November 2025

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0930	Introduction to Accounts Receivable Definition & Role in Financial Management • Importance of AR in Working Capital Cycle • Relationship between AR, Cash Flow, & Profitability • AR as Part of Overall Credit Management
0930 – 0945	Break
0945 – 1030	Accounts Receivable Cycle From Sales Order to Cash Collection • Invoice Creation & Delivery • Payment Processing & Reconciliation • Role of AR Team in Customer Relations
1030 – 1130	Policies & Procedures for AR Management Credit Policies & Terms of Payment • Billing Accuracy & Timeliness • Documentation & Compliance • Aligning AR Processes with Company Policies
1130 – 1230	AR & Financial Statements AR on the Balance Sheet (Current Assets) • Impact of AR on Liquidity Ratios • AR Turnover Ratio Analysis • Link to Income Statement & Cash Flow
1230 – 1245	Break



1245 – 1330	Credit Risk in AR Identifying Customer Creditworthiness • Credit Scoring & Rating Systems • Credit Limits & Approvals • Managing High-Risk Customers
1330 – 1420	Case Study – AR Challenges in Business Growth Delays in Customer Payments • Poor AR Turnover & Liquidity Stress • Identifying Root Causes • Group Discussion on Possible Remedies
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today & Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

Day 2: Monday, 03rd of November 2025

0730 – 0830	Credit Management Principles Balancing Sales Growth & Credit Risk • Role of Credit Manager in AR • Establishing Customer Credit Terms • Monitoring Ongoing Credit Exposure
0830– 0930	Setting Credit Policies & Terms Net 30/60/90 Payment Terms • Discounts for Early Payment • Penalties for Late Payment • Industry Norms & Benchmarking
0930 – 0945	Break
0945 – 1100	Collections Process & Techniques Proactive versus Reactive Collections • Customer Reminders & Follow-Ups • Negotiating Payment Plans • Dealing with Disputes Professionally
1100 – 1230	Legal & Contractual Aspects Contract Clauses for Payment Security • Retention of Title & Liens • Collection through Legal Means • Insolvency & Bankruptcy Considerations
1230 – 1245	Break
1245 – 1330	Role of Technology in Credit & Collections Automated Invoicing & Reminders • Credit Management Systems (CMS) • Customer Portals for Self-Service Payments • Integration with ERP Systems
1330 - 1420	Workshop – Drafting a Collections Strategy Mapping a Structured Collections Process • Assigning Responsibilities in AR Team • Designing Escalation Procedures • Peer Review of Strategies
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today & Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

Day 3: Tuesday, 04th of November 2025

0730 – 0830	Invoicing Best Practices Clear, Accurate, & Timely Invoices • Standardizing Invoice Formats • Electronic versus Paper Invoicing • Common Errors & How to Avoid Them
0830– 0930	Cash Application & Reconciliation Matching Payments to Invoices • Handling Partial & Advance Payments • Bank Reconciliation Processes • Reducing Unapplied Cash
0930 – 0945	Break
0945 – 1100	Dispute Resolution in AR Common Causes of Disputes (Pricing, Delivery, Quality) • Tracking Disputes Systematically • Resolving Disputes Collaboratively • Impact on Customer Relationships



1100 – 1230	Performance Metrics in AR Days Sales Outstanding (DSO) • Collection Effectiveness Index (CEI) • Bad Debt Ratio & Write-Offs • Benchmarking Performance with Peers
1230 – 1245	Break
1245 – 1330	Process Improvement Tools Lean Principles in AR Processes • Using Six Sigma for Error Reduction • Workflow Automation • Role of Continuous Improvement Teams
1330 – 1420	Case Study – Reducing DSO through Process Optimization Example of Company Improving AR Cycle • Tactics Applied & Results Achieved • Lessons for Other Organizations • Group Reflections
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today & Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

Day 4: Wednesday, 05th of November 2025

0730 – 0830	Identifying & Assessing AR Risks Credit, Operational, & Fraud Risks • External Risks (Economic Downturns, Regulation) • Customer Concentration Risk • Risk Mapping & Prioritization
0830 – 0930	AR Compliance & Controls Internal Controls for AR Transactions • Segregation of Duties in AR Team • Audit Trails & Documentation Requirements • Sarbanes-Oxley (SOX) & Financial Reporting Compliance
0930 – 0945	Break
0945 – 1100	Fraud Prevention in AR Common Fraud Schemes in Receivables • Detecting Fictitious Invoices or Payments • AR Reconciliations for Fraud Detection • Whistleblowing & Reporting Mechanisms
1100 – 1230	Credit Insurance & Factoring Trade Credit Insurance as Risk Mitigation • Recourse versus Non-Recourse Factoring • Invoice Discounting • Benefits & Costs of Financing Tools
1230 – 1245	Break
1245 – 1330	AR in International Trade Foreign Exchange Risks in AR • Export Credit & Letters of Credit • International Collections Practices • Role of Export Credit Agencies (ECAs)
1330 – 1420	Case Study – AR Risk & Compliance Breach Example of Fraud or Non-Compliance in AR • Impact on Financial Performance • Remedial Measures Taken • Preventive Strategies for the Future
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today & Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Four



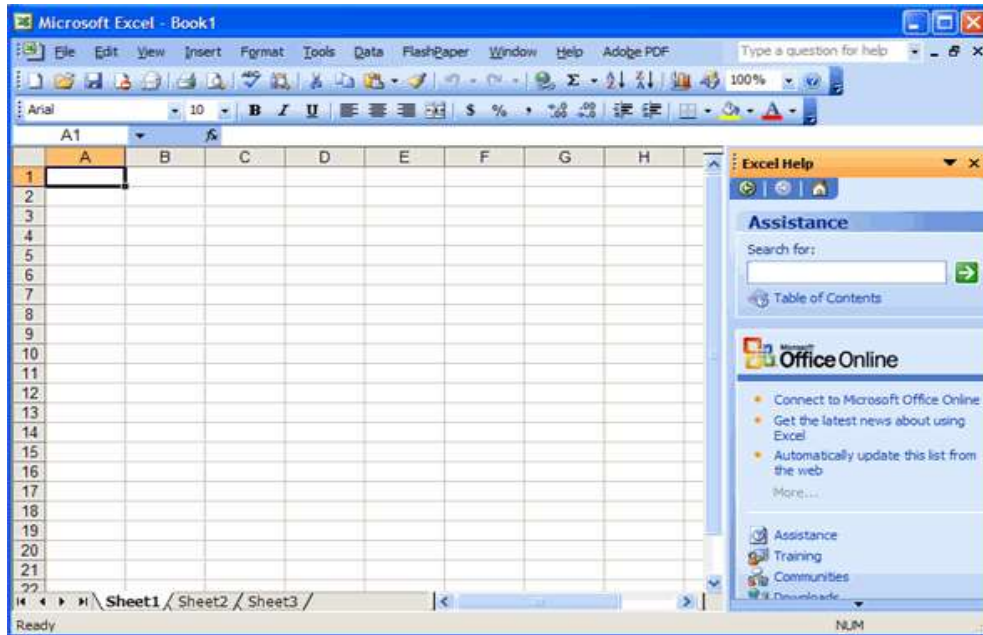
Day 5: Thursday, 06th of November 2025

0730 – 0830	Strategic Role of AR in Business Performance <i>Linking AR to Working Capital Optimization • AR's Role in Cash Flow Forecasting • Aligning AR with Corporate Strategy • Collaboration with Treasury & Sales Teams</i>
0830 – 0930	Customer Relationship Management in AR <i>AR as Part of Customer Service • Communicating with Empathy in Collections • Retaining Customers While Enforcing Discipline • Building Trust through Transparency</i>
0930 – 0945	Break
0945 – 1030	Outsourcing AR Functions <i>Advantages of Outsourcing AR • Risks & Challenges in Outsourcing • Choosing an Outsourcing Partner • Hybrid Models (In-House + Outsourced)</i>
1030 – 1130	Technology & Digital Transformation in AR <i>Artificial Intelligence in Credit Scoring • Robotic Process Automation (RPA) for AR • Blockchain in Receivables Management • Cloud-Based AR Management Platforms</i>
1130 – 1230	Future Trends in AR & Working Capital <i>Real-Time Payments & Fintech Innovations • Dynamic Discounting & Supply Chain Finance • ESG Factors in AR Management • Data-Driven Decision-Making in Finance</i>
1230 – 1245	Break
1245 – 1345	Capstone Project – Designing an AR Management Framework <i>Group Exercise: Create a Comprehensive AR Policy • Define KPIs, Processes, & Risk Controls • Incorporate Technology & Compliance Elements • Present Frameworks for Feedback & Improvement</i>
1345 – 1400	Course Conclusion <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course</i>
1400 – 1415	POST-TEST
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch & End of Course</i>



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

Mari Nakintu, Tel: +971 2 30 91 714, Email: mari1@haward.org