



PROGRAMME OUTLINE for COLLECTING DIFFICULT ACCOUNTS

8.30am – 9.00am

Light Breakfast

9.00am – 10.30am

1. Understanding Accounts Receivable, Doubtful Debts and Bad Debts

2. Relationship between AR, Cash Flow and Profit

10.30am – 10.45am

Break

10.45am – 1.00pm

3. Debt Collection

- a. Debt collection contributing to cash flow and profits, not a cost control activity**
- b. Collector's right and responsibility to take action when Debtors fail to pay**
- c. Be a priority creditor, get paid before others**
- d. Telephone Calls**
- e. Personal Visits**
- f. Using Debt Collection Agency / Professional Debt Collector**

1.00pm – 2.00pm

Lunch

2.00pm – 3.30pm

3. Debt Collection (Continue)

- Role play

4. Credit Assessment and Policy

3.30pm – 3.45pm

Break

3.45pm – 5.00pm

5. Legal Actions

- a. To sue?**
- b. Summon?**
- c. Bankruptcy Action?**
- d. Winding Up Action?**
- e. Negotiation a repayment programme**