



**REMOTE ONLINE TRAINING PROGRAMME OUTLINE for COLLECTING DIFFICULT ACCOUNTS**

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 Break

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**