



*Training Course:
Managing the Cash Cycle Accounts Receivable &
Payable Best Practices*

*13 - 17 July 2026
Milan (Italy)*

Training Course: Managing the Cash Cycle Accounts Receivable & Payable Best Practices

Training Course code: FI2070 From: 13 - 17 July 2026 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

Introduction

This program will provide a leading-edge forum for you to significantly improve your working capital management skills. You will gain a comprehensive range of very practical and highly effective tools and approaches that can be immediately implemented upon your return to work.

By attending this event, delegates will understand:

- The importance of credit to the company and the economy
- The "cost of credit" and its impact on company profitability
- Practical steps that reduce bad debt losses and "uncollectible" debtors
- How to use different tools and techniques to maximize cash collection effort
- How to effectively manage cash and working capital to reduce costs and improve cash flow
- How leading companies from across the globe are achieving best practice in Accounts Receivable
- The importance of the accounts payable function with regard to its links with the supply chain and cash flow
- The integrated systems of purchase order processing, stock inventory control, purchase ledger and cash payments and their links with the general ledger
- How to effectively manage cash and working capital to reduce costs and improve cash flow
- The impact of risk and uncertainty on the business and its impact on accounts payable and cash flow
- How leading companies from across the globe are achieving best practice in Accounts Payable

Target audience

This program provides a user-friendly environment to develop the knowledge and techniques related to both accounts receivable and accounts payable that are valuable for:

- Finance Executives
- Accountants
- Others who are working within Transactional Finance, Accounts Payable or Accounts Receivable process or who wish to develop a practical toolkit to complement their existing professional or technical skills

This program is also ideal for those wishing to develop their understanding of how Working Capital efficiencies can make a significant improvement to profitability or you may already be employed in any of these functions within the business.

Objectives

- Work effectively with the fundamentals of accounts payable, accounts receivable, financial accounting and the supply chain
- Understand and apply the fundamentals of effective transactional management systems
- Review and comment on payment methods and cash management
- Understand the need to incorporate risk and uncertainty into transactional processing and cash flow management
- Identify best practice across all industries by examining case studies from across the globe

Outline

DAY 1 - An introduction to Accounts Receivable

- Working Capital and Cash Management
- Understanding "the cost of credit"
- The "order to cash" process
- Understanding "risk" in "credit"
- Accounts Receivable and effective customer service
- Identifying underperforming areas to increase customer satisfaction

Customers and trading terms

- Terms of trading
- Tools and techniques of financial analysis: ratios; trends; common size analysis
- The best performance measure - cash or profit?
- Financial distress and the Altman's Z score-type analyses
- Trend analysis
- Value-added analysis of a financial statement

DAY 2 - Developing effective strategies to maximize cash collection

- Identifying effective "pre-delinquency" collection campaigns
- Defining "post-delinquency" activities
- Customer sensitive collection strategies
- Collection techniques and letter cycles
- Appropriate internal and external escalation steps
- Using workflow management to maximize collector performance

Practical collection tools and techniques

- Eliminating barriers to payment
- Recognizing excuses and delaying tactics
- Providing solutions to non-payment
- Telephone collection techniques
- Negotiation skills for successful collections
- Building relationships with customers

DAY 3 - Managing the Receivables Ledger

- Developing effective internal relationships to maximize performance
- Setting targets and tracking performance
- Managing information that dazzles
- Defining meaningful KPIs
- Latest Developments in Accounts Receivable

Accounts Payable, Financial Accounting and the Supply Chain

- Accounting and financial information: Accounts Payable in context
- Sources of finance
- The supply chain
- Financial position and financial performance

- Cash flow and Working Capital
- Why is cash flow so important?

DAY 4 - Achieving World Class in Accounts Payable Processes

- Defining Best Practice in AP
- Moving beyond P2P
- Managing Risk
- Principles of Best Practice
- End to End AP Process
- Defining the issues in Accounts Payable

Improving Invoice Processing and Operational Management

- Invoice Handling and Approval Processes
- Verifying invoice data
- Paying "low value" items
- How to avoid duplicate payments
- Making the best use of staff time: limiting telephone calls to AP
- Does Petty cash management belong in Accounts Payable?

DAY 5 - Harnessing Technology in Accounts Payable Processes

- Master Vendor File Management - getting it right from the start
- Travel & Entertainment
- Policy management
- Cash advances and employee reimbursement
- Process improvement through imaging and workflow
- Using the internet for AP effectiveness

Making the Payments and Maintaining the Relationships



- Communications & Customer Relations
- Payments status information for vendors and internal customers
- Improving Procure to PayP2PCycle
- Payments and Payment Solutions: Accounts Payable or Treasury?

The program will conclude with an interactive case study exercise to allow participants an opportunity to apply the learning of the week and define a practical solution.

Registration form on the Training Course: Managing the Cash Cycle Accounts Receivable & Payable Best Practices

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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3 Oudai street, Aldouki,
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