



Collections Analyst Training Program

This program is designed to give you an expert level understanding on collections, dunning, negotiations and best practices.

Meet Your Expert Instructors



Robert S. Shultz

Founder, Quote to Cash Solution



Gaurav Kataria

Senior Consultant, HighRadius

He has thirty years of experience as a global credit and financial executive for large multi-national companies. He is the Founding Partner of Quote to Cash Solutions

He is experienced in project management. He has good knowledge of SAP FSCM Module, C++, SQL, MATLAB, PYTHON, Optimization and Data Analysis



Girija Sahu Senior Consultant, Netsuite Suite Foundation Certified



Manmohan Jain

Chief Catalyst at Zensark * Salcit * India Literacy Project

She has five years of experience in He has 25+ years experience in Oracle NetSuite. With tremendous diverse technical and managerial knowledge on ERP modules, she is roles., including Software Design, Product Development, Management fully capable of handling multiple client accounts with an emphasis on and Operations

customer satisfaction

Collections Analyst ourse curriculum

1.

Collection Calls Negotiations Ultimate Guide

- The ABC's of Collection Call Negotiations
- How to Prepare for Collections Negotiations
- Verbal & Non Verbal Collections Negotiation Guide
- Collections Negotiation Tactics and Techniques
- Negotiation Styles & Collector's Behaviors

Robert S. Shultz



- How Cultural Differences Could Affect Negotiations
- Essential Strategies for an Effective Negotiation
- Trade-off vs Compromise in Collection Calls
- Create A Win Win Negotiation Collections Strategy
- Dealing with Deceptive Customers in Collections Negotiation
- Handling Deceptive or Overly Aggressive Negotiation Tactics
- Principled Negotiation in B2B Collections: An Introduction
- Principled Negotiation in B2B Collections: A Deep Dive
- **Collections Negotiation Guide: FAQs**

SAP FSCM Collections, Worklists & Processing A/R 2.

- Understanding Key Components of SAP Collections Management
- Understanding Major Processes in SAP Collections Management
- Collections Worklist 101 in SAP Collections Management
- Fundamentals of SAP Collections Management



$(\ \)$ 60 mins

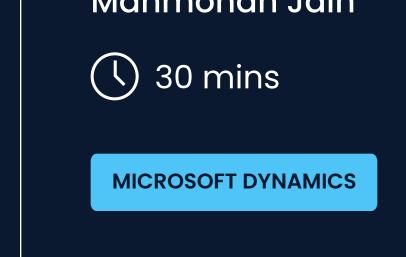
Gaurav Kataria



4.

5.

- Understanding the Terminologies of Microsoft D365 Collections
- How to Configure Dynamics 365 Aging Period Definitions
- How to Create Customer Aging Snapshot in d365
- How to Generate Customer Aging Report in Dynamics 365





- Proactively Identifying Payment Danger Signals
- Collection Calls and the Law
- Effective Telephone Collection Techniques

