

# Credit Manager Training Program

This program is designed to give you an expert level understanding of the analysis of key performance indexes and credit risk assessment methods.

# **Meet Your Expert Instructors**



Robert S. Shultz
Founder,
Quote to Cash Solution

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



Jerry Bailey
Executive Sales and
Service Manager,
NCS Credit

25+ years of consulting experience on UCC Article 9, Liens, and other nuances of construction credit. He is a highly experienced specialist in negotiation, cash flow, budgeting, operations management, and analytical skills



Des de Swart

Consultant,

DDS13 Consulting

Services LLC

Des is an experienced manager with a demonstrated history of working in the insurance industry



Gopal
Krishnamurthy
CEO, Visual BI Solutions

Gopal Krishnamurthy is the CEO of Visual BI Solutions, a firm he founded in 2010 to transform the field of enterprise business intelligence and analytics



Steve Ruzicka
Principal Solutions

Engineer, SAP

North America Treasury functional expert. He specializes in the working capital solutions

# Credit Manager

# Course Curriculum

# Customer Visit Best Practices for a Credit Manager

- Customer Visits 101: Credit Analysts' Guide
- Beginner's Checklist to Plan An Effective Customer Visit
- What to Do on An Customer Visit

#### Robert S. Shultz

(\) 40 mins

O2C

# 2. Credit Teams Driving Profitable Sales | B2b Pro-Sales Training

- ► Leverage Your Value and Improve the Perception as Pro-Sales teams
- Broadcast Your Value: Turn the Credit team into Sales Ally
- Driving Profitable Sales: How Credit Teams Could Play a Crucial Role
- Credit Policy Tools to Transform Credit into a Pro-Sales Department

# Robert S. Shultz

(1) 100 mins

O2C

# 3. Cash Conversion Cycle Improvement Training for a Credit Manager

- What is Time-to-Cash and How Does it Impact Credit Manager
- Maturity Gaps in Your Time-to-Cash Cycle
- Eight Strategies to Improve Your Time-to-Cash Performance

### Robert S. Shultz

(1) 60 mins

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# 4. Eliminating B2B Payment Frauds | Check and Bulk Transfer Frauds

- Frauds 101: Do You Have a Fraud Friendly Environment
- Beginner's Guide to Detect and Prevent Frauds
- Potential Warning Signs for Fraud
- How to Prevent Internal Frauds
- How to Avoid Bulk Transfer Frauds
- What are Check Frauds

# Robert S. Shultz

(\) 100 mins

O2C

# 5. Effective Credit and Collection Strategies During Recession

- Collections Strategy During Economic Downturn
- Balancing Credit Risk and Growth During Economic Downturn

# Robert S. Shultz

(1) 20 mins

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# 6. Understanding Credit and Collections KPIs

- Credit and Collections Beyond DSO
- Efficiency and Effectiveness Performance Metrics
- Bottom Line Performance Metrics to Track
- Six Methods of Calculating DSO
- Key Metrics to Track as a Credit Manager

# Robert S. Shultz

(\) 80 mins

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#### 5 C's of Credit Management: A New Way of Credit Analysis 7.

- The Five C's of Credit: Overview
- Understanding the 5 C's of Credit Management Phase 1
- Understanding the 5 C's of Credit Management Phase 2
- Importance of 5 C's of Credit Management and Their Expected Outcome
- Steps for Establishing a Successful and Effective Cross-Functional Process
- Ideas for a Successful Cross Functional Improvement Process Part 1
- Ideas for a Successful Cross Functional Improvement Process Part 2

## Robert S. Shultz





#### Training on Credit and Debt Collection Laws 8.

- ► The ABCs of Fair Debt Collections Practices Act (FDCPA)
- A/R Guide for Antitrust Laws: Sherman, Clayton, Robinson-Patman
- A/R Guide to Equal Credit Opportunity Act (ECOA)
- How to Handle Credit and Collections for Bankrupt Customers
- Fair Credit Reporting Act for Direct Consumers and Small Customers

# Robert S. Shultz





#### SAP S/4 HANA Credit Management Reporting and Analytics 9.

- Advanced Credit Management Functionality in SAP S/4HANA
- Reporting and Analytics Fundamentals in SAP S/4HANA

# Steve Ruzicka





#### O2C Business Intelligence & Reporting | SAP, Microsoft & Tableau 10.

BI Software: Comparing and Contrasting Microsoft Power BI, SAP and Tableau

# **Gopal Krishnamurthy**



SAP

#### B2B Portfolio Risk Analysis During a Recession 11.

- ► The ABCs of Portfolio Risk Management
- Assessing Trade Credit Risk Through Portfolio Segmentation
- Risk Assessment and Credit Checks For High Volume Customers

# Robert S. Shultz



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#### Decoding Trade Credit Insurance: Risks, Concerns and Selecting the Right Plan 12.

- ► Introduction to A/R Insurance
- Key Credit Risk Challenges and Why do Companies Need to Insure A/R
- What is Trade Credit Insurance: Scope and Coverage
- What are the reasons for Non-Payment
- The Benefits of A/R Insurance
- Global Credit Insurance Market Overview
- Understanding Ground Up Cover vs Excess of Loss
- Recognizing Your Target Audience
- Continuous Product Innovation & Supply Chain Management
- What are the Future Trends in A/R Insurance

# Des de Swart



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#### How to Secure Your Customer's Debt with UCC Filings and Liens 13.

- ► How to Secure Your A/R with UCC Filings and Liens
- How to Leverage Collaterals in Article 9 to Recover Payment
- Why Sales is an Essential Factor in UCC Filing
- Find How to Prioritize in UCC Filing
- An Overview of Article 9: Secured Transactions
- Benefits of Secured Transactions
- Blanket, or Basic, UCC-1 Filing
- Purchase Money Security Interest (PMSI)
- Inventory vs Equipment: Establishing Priority in Goods
- PMSI: The Value of Repossession
- Security Agreement: A Detailed Overview
- UCC-1 Financing Statement: A Detailed Overview
- Case Examples of UCC-1 Financing Statement
- How to Get Security for New and Existing Customers
- How to Create a Reason for UCC Filing
- Disposition of Tangible and Intangible Collateral in UCC Filing

# **Jerry Bailey**



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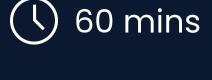
## Cost vs Value: Credit Department in the Eyes of CFO 14.

- Senior Management Expectation vs Reality Towards Credit Department
- What is the Actual Perception of Your Credit Department's Value Importance of Value Proposition in the Credit Department
- 8 Valuable Roles of a Credit Manager Part 1
- 8 Valuable Roles of a Credit Manager Part 2
- Credit Department's Value Proposition: A Detailed Overview
- How to Maximize Your Credit Department's Value
- 4 Ways to Demonstrate the Credit Department's Value How to Broadcast Your Credit Department's Performance
- Cash Conversion Cycle: How it Impacts Credit Department
- How to Mitigate Risk and Maximize Revenue in Credit Department

How to Report Credit Team's Performance and Collection Risks

How to Add More Credibility to the Credit Department

# Robert S. Shultz



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