

# 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

1.

## 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

🕒 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

🕒 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

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5.

## Effective Credit and Collection Strategies During Recession

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

Robert S. Shultz

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

- ▶ 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

🕒 30 mins

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## 8. Training on Credit and Debt Collection Laws

- ▶ 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

🕒 100 mins

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

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

Steve Ruzicka

🕒 40 mins

SAP

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

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

Gopal Krishnamurthy

🕒 40 mins

SAP

## 11. B2B Portfolio Risk Analysis During a Recession

- ▶ 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

🕒 90 mins

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

- ▶ 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

🕒 40 mins

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

- ▶ 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

🕒 40 mins

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

- ▶ 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 Report Credit Team's Performance and Collection Risks
- ▶ How to Mitigate Risk and Maximize Revenue in Credit Department
- ▶ How to Add More Credibility to the Credit Department

Robert S. Shultz

🕒 60 mins

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EXPLORE MORE