Course Curriculum

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

Krishna Palepu
Oracle R12 Consultant,
Forcitude

Oracle EBS R12 Functional Consultant with 20+ years of experience in the areas of Oracle Applications implementation, Financial System analysis, design, development, testing and maintenance

Meeran Shah
AVP, SAP Consulting,
HighRadius

SAP Senior Executive with 21+ years of experience in Manufacturing & Supply Chain, SAP Cloud etc

Anubhav Kandpal
Associate Program Manager, HighRadius

He has been with HighRadius for nearly 8 years and has worked in both SAP and HighRadius Cloud Applications

Steve Ruzicka
Principal Solutions Engineer, SAP

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

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

Des de Swart
Consultant,
DDS13 Consulting Services LLC

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

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

Gaurav Kataria
Senior Consultant,
HighRadius

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

Manmohan Jain
Chief Catalyst at Zensark * Salcit * India Literacy Project

He has 25+ years experience in diverse technical and managerial roles., including Software Design, Product Development, Management and Operations

Girija Sahu
Senior Consultant,
Netsuite Suite Foundation Certified

She has five years of experience in Oracle NetSuite. With tremendous knowledge on ERP modules, she is fully capable of handling multiple client accounts with an emphasis on customer satisfaction

Jessica Butler
Founder,
Attain Consulting Group

Founder of Attain Consulting Group, a deduction and chargeback management advisory firm

Kimberly Erickson
Owner, Principal
Optimize Consulting

Kimberly consults with companies in the manufacturing industry to improve accounts receivable processes, implement or adjust systems, lower balances, and reduce cost to operate

Credit Analyst Training Program

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

1. The A-Z of Business Credit Application

- How to Design a Credit Application
- Twenty Five Checkpoints for A Risk-Proof Credit Application

Robert S. Shultz
40 mins
O2C

2. Business Credit Report Analysis & Evaluation

- Twenty One Signs to Watch Out for in Industry and
- Trade Credit Reports
- LIVE Credit Assessment Using Industry and Trade
- Credit Reports

Robert S. Shultz
60 mins
O2C

3. Financial Statement Analysis for Trade Credit Analysts

- Credit Analysis is More Than the Math
- What to Look for in Financial Statement
- How to Read a Balance Sheet
- Profit and Loss Statement Analysis
- Cash Flow Analysis in Financial Statement
- Key Ratios and Trends to Monitor, Value of Benchmarking
- Financial Statement Analysis During Economic Downturn

Robert S. Shultz
120 mins
O2C

4. Credit Risk Assessment for Trade Creditors

- Extending Trade Credit 101
- Designing the Small Credit Line Policy

Robert S. Shultz
40 mins
O2C

5. Business Credit Policy Training For A Credit Analyst

- Credit Policy 101
- How to Create an Effective Credit Policy
- Portfolio Segmentation for Credit Scoring and Assessment
- Eleven Ways An Effective Credit Policy Could Transform Your

Robert S. Shultz
60 mins
O2C

6. Introduction to Oracle Customer Data Management

- Customer master 101: Understanding Oracle Trading Community Architecture(TCA)
- Oracle EBS: Fundamentals of Multi-Org Structure
- Oracle EBS: Implementation of Multi-Org Structure
- Creating New Customer Account in Oracle E-Business Suite
- Oracle Credit Management: Defining Low-Risk Credit Profile Class
- Oracle Credit Management: Defining High-Risk Credit Profile Class
- Oracle TCA: Defining Reciprocal Relationships

Krishna Palepu
60 mins
ORACLE

7. **Oracle Training in Credit Holds and Order Release**

- Credit Check and Order Hold in Oracle
- Blocked Order Management in Oracle

Krishna Palepu
20 mins
ORACLE

8. **Oracle Credit Management Application Workflow**

- Oracle Credit Management Workflow | Basic Steps
- Oracle Credit Management Workflow | Advanced Steps

Krishna Palepu
10 mins
ORACLE

9. **SAP Customer Master Data Management | T-codes & Best Practices**

- Understanding General and Company Code in SAP
- Understanding and Updating Sales Area Data in Customer Master
- How to Create and Use Reconciliation Accounts in SAP
- SAP Business Partner | Basics & Configuration
- How to Add Insurance Data on SAP Customer Master

Meeran Shah
40 mins
SAP

10. **Credit Scoring in SAP Credit Management Module**

- How to Add a Credit Limit in SAP Customer Master
- Updating Customer Credit Limits in SAP
- How to Update Payments Terms for a Customer in SAP Customer Master

Meeran Shah
20 mins
SAP

11. **SAP Credit Management Tutorial | Credit Model & Approval**

- How to Configure a Credit Model in SAP Credit Management
- The Credit Approval Workflow in SAP Credit Management
- Fundamentals of SAP Credit Management

Anubhav Kandpal
60 mins
SAP

12. **Credit Scoring Rules and How to Configure them in SAP**

- Understanding Credit Scoring in SAP
- Creating Credit Segments in SAP
- Defining Rating Procedures for SAP Credit Scoring
- How does SAP Process the Formulas
- Understanding Scoring Formulas Through Examples
- Configuring Credit Limit and Credit Scoring Rules in SAP

Meeran Shah
30 mins
SAP

13. **Credit Agency Data and How to Capture them in SAP**

- Understanding Credit Rating in SAP
- Capturing Credit Rating and Rating Institute in SAP
- Configuring Credit Standing Data in SAP Credit Profiles
- Configuring Credit Agency Rating under SAP Ratings Tab

Meeran Shah
30 mins
SAP

EXPLORE MORE

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.

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
   O2C

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
   20 mins
   O2C

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
   O2C

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
O2C

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
O2C

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
O2C

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
O2C

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
O2C

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
O2C

EXPLORE MORE

Collections Analyst Training Program

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

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
- 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

Robert S. Shultz
180 mins
O2C

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

- 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

Gaurav Kataria
60 mins
SAP

3. Customizing Aging Reports in Microsoft Dynamics D365

- 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

Manmohan Jain
30 mins
MICROSOFT DYNAMICS

4. A/R Aging Report Customization & Analysis In NetSuite

- How to Build An A/R Aging Report in NetSuite
- How to Customize An A/R Aging Report in NetSuite
- How to Do Past-Due Analysis Using A/R Aging Reports

Girija Sahu
30 mins
NETSUITE

5. Debt Collection Calling & Negotiation Training

- The ABCs of Speaking and Negotiations
- Collections Calls: Handling Customer Objections
- Proactively Identifying Payment Danger Signals
- Collection Calls and the Law
- Effective Telephone Collection Techniques

Robert S. Shultz
100 mins
O2C

EXPLORE MORE

Deductions Manager Training Program

This program is designed to give you an expert level understanding on deductions management and reducing bad debt write offs.

1. **Building a Deductions Dashboard for Senior Management**

- Importance of Deductions Dashboard for Executives
- Prioritizing Dashboard Components for Executives
- Sample Deductions Dashboard Summary Analysis

Jessica Butler
40 mins
O2C

2. **Big Box Retailer Deductions: Benchmarking Survey & Best Practices**

- Big-Box Retailer Deductions Survey: An Overview
- PO On-Time Non Compliance for Big-Box Retailers
- Benchmarking Shortage Deduction for Big-Box Retailers
- Benchmarking Pricing Deduction for Big-Box Retailers
- Leveraging Company Coordinators to Resolve Deductions
- Resolving Invalid Deductions with Big Box Retailers
- Leveraging Sales Teams to Eliminate Big Box Retailer Deductions
- Understanding Big-Box Retailer Shortage Deductions
- How Big Box Retailers Address Shortage Deductions
- Catalog Mismatch: Root Cause for Big-Box Retailer Deductions
- Purchase Order Mismatch: Big Box Retailer Deductions Challenges
- 3 ASN Mistakes Responsible for High Shortage Deductions
- Label & Invoice Mismatch: Critical Errors Leading to Big Box Retailer Deductions

Jessica Butler
60 mins
O2C

3. **ABC's of Trade Deductions and Settlement Methods**

- Purpose and Customer Types Involved in Trade Deductions
- How are the Deal Documents Documented
- What are the Three Trade Settlement Methods

Kimberly Erickson
30 mins
O2C

4. **Deductions Management Maturity Model: How to Optimize Your Process**

- Understanding the Deduction Management Maturity Model
- Root-Cause Analysis of Underlying Reasons for Deductions
- Steps to Move Up the Deductions Management Continuum

Jessica Butler
30 mins
O2C

EXPLORE MORE