

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,
DDSI3 Consulting
Services LLC

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



Jessica Butler
Founder,
Attain Consulting Group

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



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



John Donovan
Advisory Services
Consultant,
Quote to Payment

John M. Donovan is a senior financial services executive specializing in all aspects of the Order-to-Cash and back-office processes.



Scott Blakeley
Partner, Blakeley LLP

Scott Blakeley is a partner at Blakeley LLP, where he advises companies regarding bankruptcy, creditor's rights, and commercial law.



Wanda Borges
Member at
Borges and Associates,
LLC

Wanda is an experienced attorney concentrating her practice in the fields of commercial litigation and corporate creditors rights in corporate bankruptcies.



Richard Macias
Of Counsel,
Maynard Cooper & Gale

Richard is an experienced trial attorney with a demonstrated history of providing counsel for business and commercial law transactions.



Shamaria Smallis
Chief Of Staff, SPHR,
Caine and Weiner

Shamaria is a strategic and innovative Executive/HR leader with over 25 years of progressive experience in the entertainment, banking/financial, aerospace, and manufacturing industries.



Scott Taylor
Director Of Product
Development, Fiserv

Scott has been working in the commercial and consumer credit industry for over 3 decades, in 8 states and with 11 companies.



Hal Schaeffer
President of D and H
Credit Services, Inc.

Hal Schaeffer, a nationally recognized bankruptcy preference expert, a boutique consultancy specializing in creating bankruptcy preference defenses for Plaintiffs and Defendants.



Dave Schmidt
Contributing Editor,
Credit Today

Dave is an order-to-cash and SME risk expert with over 27 years of experience.



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.



Chris Finch
Director of Credit at
Sumitomo Electric
Lightwave

Chris is responsible for the management of the Credit and Receivable functions for the two companies, for approximately 1500 customers and an average monthly receivables balance of \$270mm.



Michael Byrne
Credit and Collections
Manager at
Hollingsworth and
Vose Company

Michael is a credit and collection leader with a history of success and experience managing large accounts receivable portfolios and ensuring operational excellence, organization-wide.

Credit Manager

Course Curriculum

1.

Cash Application KPIs and Reporting

- ▶ Defining Efficiency and Effective KPIs for Cash Application
- ▶ How to Select the Right Cash Application KPIs

John M. Donovan

🕒 20 mins

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2.

Attorney Insights: Riding the Bankruptcy 2.0 Wave in 2021

- ▶ Chapter 11 Small Business Reorganization Act | Fundamentals
- ▶ Small Business Debtor Chapter 11 Plan
- ▶ Concepts of Consignment Under Uniform Commercial Code (UCC)
- ▶ Concepts of Reclamation Under the UCC and Bankruptcy Code
- ▶ Concerns and Limitations in Reclamation
- ▶ Concepts of Bankruptcy Preference Law
- ▶ Ordinary Course of Business Defence
- ▶ New Value under Preference Bankruptcy Law

Richard Macias
Scott Blakeley
Wanda Borges

🕒 60 mins

O2C

3.

Hiring & Developing Top Credit Talent in 2021 | Secrets Unlocked

- ▶ Decoding the Key Factors for Identifying Top Level Recruits
- ▶ Understanding the Keys to Developing and Retaining Credit Department Talent
- ▶ Understanding the Foundations of a Great Interview

Scott Taylor
Dave Schmidt
Hal Schaeffer
Shamaria Smallis

🕒 60 mins

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4.

Cash Application Lockbox Remittance 101

- ▶ Lockbox Remittance 101
- ▶ Semi-Automated Lockbox Services vs Traditional Lockbox Services

John M. Donovan

🕒 30 mins

O2C

5.

Complete Guide to Different Payment Options in Cash Application

- ▶ What are the Different Payment Options
- ▶ How to Evaluate and Improve Various Payment Options

John M. Donovan

🕒 30 mins

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6.

The Small Business Reorganization Act: What it Means to the Credit Grantor

- ▶ Business Bankruptcy History | Trade Creditor's Guide
- ▶ What Led to SBRA
- ▶ SBRA under BAPCPA
- ▶ 2019 Bankruptcy Code Amendments
- ▶ Small Business Reorganization Act | Detailed Overview
- ▶ Plan and Confirmation in Traditional Chapter 11 Proceedings
- ▶ Plan and Confirmation in Sub-Chapter V Small Business Chapter 11
- ▶ Miscellaneous Provisions of Sub-Chapter V of Interest to Trade Creditors
- ▶ Additional Changes to Bankruptcy Code Affected by CARES Act

Wanda Borges

🕒 60 mins

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7.

Preference Provision in Bankruptcy: Keeping Your A/R Safe

- ▶ Trade Creditor's Role While Dealing With Preference Action
- ▶ Bankruptcy Preference Provisions | Pre-requisites
- ▶ Bankruptcy Preference Provisions Fundamentals | Trade Creditor's Guide
- ▶ Trade Creditor Defences in the Face of Preference LawSuit
- ▶ Pre-Bankruptcy Strategies for a Trade Creditor Q&A

Scott Blakeley

🕒 60 mins

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8.

EDI vs API in Cash Application - A Detailed Comparison

- ▶ EDI in Cash Application: A Detailed Overview
- ▶ Understanding API in Cash Application
- ▶ Blockchain: The Future of EDI & API

John M. Donovan

🕒 30 mins

o2c

9.

Exploring Different Payment Alternatives for a Better Cash Flow

- ▶ Understanding Types of Payment Alternatives for Trade Credit
- ▶ Decoding Peer-to-Peer Payments for Credit Managers

John M. Donovan

🕒 30 mins

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10.

Selecting the Right Cash Forecasting Model for Your Business

- ▶ Cash Forecasting - Changing Trends, Challenges and Complexities
- ▶ How to Build an Accurate Cash Forecasting Model For Your Business

John M. Donovan

🕒 20 mins

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11.

A/R Manager's Guide to Month-End Close Process

- ▶ Month-End Closure: Introduction and Challenges
- ▶ Understanding the Current Status of Your Account Close: Brief Survey
- ▶ Close Cycle Checklist - Do's and Don'ts
- ▶ Month-End Closing Process: Detailed Walk-Through

John M. Donovan

🕒 20 mins

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12.

Consignment Documentation and Reclamation in UCC, Bankruptcy Code: A Creditors Guide

- ▶ Introduction to Consignment | Trade Creditor's Guide
- ▶ Concepts of Consignment Under Uniform Commercial Code (UCC)
- ▶ Concepts of Reclamation Under Uniform Commercial Code (UCC)
- ▶ Concerns and Limitations Under UCC Reclamation

Richard Macias

🕒 60 mins

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13.

Remittance Processing 101 for A/R Analysts

- ▶ 30 Most Common Remittance Challenges
- ▶ Crucial Things to Consider While Reviewing a Remittance Process
- ▶ 7 Major Remittance Processing Components
- ▶ Complex Disconnected Ownership in Remittance Processing
- ▶ How to Frame Your Analysis While Processing Remittance

John M. Donovan

🕒 40 mins

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14.

B2B Frauds & Cybersecurity Fire Drill for Credit & A/R Teams

- ▶ A/R Cyber Fraud in Today's B2B World
- ▶ Common B2B Cyber Crimes and Active Threats in 2021
- ▶ Phishing | Cyber Fraud Element I
- ▶ Ransomware | Cyber Fraud Element II
- ▶ Trojan Horse | Cyber Fraud Element III
- ▶ Security Concerns Faced by Credit and A/R Professionals
- ▶ How to be the Shield

Wanda Borges

🕒 60 mins

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15.

Fireside Chat: Cybersecurity for Credit & A/R Teams

- ▶ Credit & A/R Cyber Fraud Incidents | Speaker Stories
- ▶ Does Cyber Fraud Really Take your Job
- ▶ How Important it is to Pay Attention to Details
- ▶ Best Practices for Credit & A/R Teams While Working Remotely
- ▶ Things to Keep in Mind While Using RDC & Firewall
- ▶ How to Identity Social Media and Mailing Frauds
- ▶ Identifying Banking Frauds and Saving Wrong Payment
- ▶ How to Prevent Phishing Attack | Credit & A/R Guide

Wanda Borges
Chris Finch
Michael Byrne

🕒 60 mins

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16.

How to Handle No Remittance Advice in Cash Application

- ▶ Brief Overview of Remittance Challenge #1
- ▶ 6 Guiding Principles to No Remittance Advice
- ▶ What are the Guiding Principles to Remittance Process Management
- ▶ How to Improve Remittance Process

John M. Donovan

🕒 10 mins

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17.

ABC's of Trade Deductions and Settlement Methods

- ▶ Retail Trade Promotion And Deduction Methods
- ▶ Trade Deductions Fundamentals

Kimberly Erickson

🕒 20 mins

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18.

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

🕒 20 mins

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19.

Deductions Management Maturity Model: How to Optimize Your Process

- ▶ Understanding the Deduction Management Maturity Model

Jessica Butler

🕒 15 mins

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20.

Mitigating the Challenges of Trade Deductions

- ▶ Payment Deductions During Economic Downturn
- ▶ Cheat Sheets for an Effective Deductions Handling

Jessica Butler

🕒 60 mins

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21.

Big Box Retailer Deductions: Benchmarking Survey & Best Practices

- ▶ How Best-in-Class Teams Handle Big Box Retailer Deductions
- ▶ 21 Steps of Resolving Shortage Deductions for Big Box Retailers

Jessica Butler

🕒 50 mins

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22.

Creating Excel Deductions Dashboard for Senior Management

- ▶ Day 1: Creating an Excel Deduction Dashboard for Senior Management
- ▶ Day 2: Creating an Excel Deduction Dashboard for Senior Management
- ▶ [LIVE] Creating Excel Deductions Dashboard for Senior Management

Jessica Butler

🕒 240 mins

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23. 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

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24. 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

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25. 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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26. 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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27. 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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28. 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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29.

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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30.

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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31.

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

32.

O2C Business Intelligence & Reporting | SAP, Microsoft & Tableau

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

Gopal Krishnamurthy

🕒 40 mins

SAP

33.

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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34.

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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35.

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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36.

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