



# Debtor Management and Working Capital Control Course

22 – 26 March 2027  
Dubai

## Debtor Management and Working Capital Control Course

**Ref:** 426\_134456 **Date:** 22 – 26 March 2027 **Location:** Dubai **Fees:** 4500 Euro

### Overview

Debtor Management and Working Capital Control Course is a five-day professional course for finance managers, credit controllers, accounts-receivable teams, treasury professionals, and working-capital analysts. Participants connect customer terms, invoicing, debtor ageing, collections, disputes, doubtful debt, days sales outstanding, cash conversion, forecasting, and liquidity. They leave with a Debtor Working Capital Improvement Plan. Agile Leaders Training Center delivers this debtor management course for business receivables rather than consumer lending or corporate loan underwriting.

### Who Should Attend

- Finance managers responsible for working-capital performance
- Credit controllers managing customer limits and terms
- Receivables teams handling invoices, ageing, and collections
- Treasury teams forecasting cash and liquidity
- Commercial teams resolving customer-payment barriers
- Analysts reporting DSO and cash-conversion performance

The course does not provide legal advice or guarantee debt recovery.

### Departments and Industries

- Finance, treasury, credit control, and accounts receivable
- Sales operations, customer service, and order management
- Manufacturing, distribution, wholesale, and services
- Construction, logistics, technology, and professional services
- Shared services and business-process operations
- Organizations extending trade credit to customers

### Learning Objectives

- Connect debtor policy with working-capital objectives
- Control invoicing, account records, and disputes
- Analyze ageing and collection priorities
- Calculate DSO and cash-conversion effects
- Forecast collection cash and liquidity
- Build cross-functional debtor improvement actions



## **Course Agenda**

### **Day 1: Debtors and Working Capital**

- Working Capital and Cash Conversion Map
- Customer Credit Terms and Limits
- Order-to-Invoice Control Points
- Debtor Portfolio Segmentation
- Working Capital Policy Alignment

### **Day 2: Receivables Accuracy and Ageing**

- Invoice and Delivery Evidence
- Account Reconciliation
- Ageing Bucket Interpretation
- Dispute and Deduction Register
- Receivables Data Quality

### **Day 3: Collection and Cash Forecasting**

- Collection Priority Rules
- Customer Contact and Promise Tracking
- DSO and Turnover Analysis
- Collection Cash Forecast
- Receivables Cash Conversion Course Case

### **Day 4: Delinquency and Doubtful Debt**

- Overdue Escalation Stages
- Dispute Resolution Coordination
- Payment Arrangement Controls
- Doubtful Debt and Write-Off Governance
- Liquidity Impact Scenario

### **Day 5: Improvement and Performance**

- Debtor KPI Dashboard
- Root-Cause and Process Analysis
- Cross-Functional Action Ownership
- Control and Review Calendar
- Debtor Working Capital Improvement Plan



## **Practical Workshops**

- Apply a working capital collections course map
- Analyze debtor ageing and DSO
- Build a collection cash forecast
- Resolve disputes and overdue balances
- Review doubtful-debt evidence
- Assemble the Debtor Working Capital Improvement Plan

## **Course Deliverables**

- Working Capital and Debtor Map
- Ageing and DSO Dashboard
- Collection Priority Register
- Cash Collection Forecast
- Debt Escalation and Governance Plan
- Debtor Working Capital Improvement Plan

## **Frequently Asked Questions**

### **Does the course cover working capital?**

Yes. It connects debtor decisions with DSO, cash conversion, forecasting, and liquidity.

### **Will participants use ageing reports?**

Yes. They segment balances and prioritize action.

### **Does it cover customer disputes?**

Yes. Participants coordinate invoice evidence, deductions, and payment commitments.

### **Does it include legal recovery?**

No. It covers internal escalation and governance, not jurisdiction-specific legal procedure.

### **What is the main output?**

Participants complete a Debtor Working Capital Improvement Plan with metrics, forecasts, and actions.