Accounts Receivable Operations and Reconciliation Course

26 – 30 July 2027
Lisbon

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Training Center

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Accounts Receivable Operations and Reconciliation Course

Ref: 1041_176815 **Date:** 26 – 30 July 2027 **Location:** Lisbon **Fees:** 5700 Euro

Overview

Accounts Receivable Operations and Reconciliation Course is a one-week foundation course for receivables clerks, finance assistants, billing staff, and collection coordinators, who leave with an Accounts Receivable Operations Workbook. Participants process customer setup, invoices, credit notes, receipts, allocations, statements, open items, aging, reconciliations, disputes, follow-up, allowance support, and period-end controls. The course links transaction accuracy with customer-balance integrity. Agile Leaders Training Center develops accounts receivable operations capability.

Who Should Attend

- Receivables teams responsible for customer balances, open items, and account maintenance
- Billing teams responsible for approved invoices, adjustments, and supporting documents
- Cash-application teams responsible for identifying, allocating, and clearing customer receipts
- Collection-support teams responsible for statements, aging, disputes, and follow-up records
- Finance assistants responsible for reconciliations, schedules, and period-end evidence

The course assumes no prior accounts receivable role and leaves advanced credit strategy, litigation, tax advice, system configuration, and specialist impairment modeling outside its scope.

Departments and Industries

The course supports organizations that bill customers, receive cash, and maintain customer-account records.

- Accounts receivable, billing, cash application, collections, and finance operations
- Retail, wholesale, manufacturing, logistics, and distribution
- Hospitality, healthcare, education, property, and professional services
- Technology, telecommunications, utilities, and subscription businesses
- Shared services, customer operations, sales administration, and controllership

Learning Objectives

By the end of this course, participants will be able to:

- Apply customer-account setup and invoice controls
- Use receipt identification and allocation procedures
- Build aging, statement, and open-item schedules
- Analyze disputes, credit notes, and unapplied cash
- Reconcile customer records to the control account
- Prepare allowance support and period-end evidence

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Course Agenda

Day 1: Customer Accounts and Billing

- Customer Master Data Setup Checklist
- Billing Authorization and Source-Document Control
- Customer Invoice Preparation Template
- Credit Note Approval and Posting Procedure
- Receivables Ledger and Control-Account Map

Day 2: Receipts and Cash Application

- Receipt Identification and Remittance-Evidence Checklist
- Invoice-Level Cash Allocation Worksheet
- Partial Payment and Deduction Register
- Unapplied, Unidentified, and On-Account Cash Log
- Receipt Reversal and Reapplication Control

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Day 3: Statements, Aging, and Disputes

- Customer Statement Preparation Schedule
- Open-Item Aging Report Design
- Overdue Balance Follow-Up Tracker
- Billing Dispute Classification and Routing Matrix
- Promise-to-Pay and Communication Record

Day 4: Reconciliation and Period Close

- Subsidiary-Ledger to Control-Account Reconciliation
- Customer Balance Confirmation Schedule
- Receivables Cut-Off and Subsequent-Receipt Check
- Provision-Matrix Support Data Sheet
- Accounts Receivable Close Checklist

Day 5: Receivables Operations Simulation

- Exercise: Process Invoices and Credit Notes
- Exercise: Identify and Allocate Customer Receipts
- Exercise: Resolve Aging and Dispute Exceptions
- Exercise: Reconcile Ledger and Close Evidence
- Capstone Exercise: Accounts Receivable Operations Workbook

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Practical Exercises

The course uses suggested activities that connect customer records, billing, receipts, open items, reconciliation, and closing evidence.

- Suggested activity: create an invoice and credit note from approved source documents
- Suggested activity: allocate mixed receipts and resolve unidentified or deducted amounts
- Suggested activity: prepare aging and route disputes using documented ownership
- Suggested activity: reconcile the customer ledger and assemble a period-end file

FAQs

Who suits accounts receivable operations training?

New receivables clerks, finance assistants, billing staff, cash-application teams, and collection coordinators suit the training. It assumes no prior receivables role but requires comfort with basic arithmetic and transaction documents.

How does accounts receivable operations differ from advanced credit management training?

Accounts receivable operations focuses on customer records, invoices, receipts, allocations, statements, aging, disputes, reconciliations, and closing. Advanced credit management focuses on credit assessment, limits, portfolio risk, collection strategy, and legal escalation.

How should unapplied customer receipts be handled?

Unapplied receipts should be logged, supported by bank and remittance evidence, investigated by customer and reference, assigned an owner, aged, allocated when evidence is sufficient, and reviewed during period close.

Why must the receivables ledger be reconciled to the control account?

Reconciliation confirms that customer-level balances agree with the general-ledger control balance and identifies posting, timing, interface, allocation, or adjustment differences requiring investigation.

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What supports an accounts receivable allowance calculation?

Useful support includes aging, historical outcomes, current customer and economic information, dispute status, subsequent receipts, write-offs, segmentation, documented assumptions, calculation checks, approvals, and reconciliation to the ledger.

Conclusion

Participants take back an Accounts Receivable Operations Workbook linking customer data, invoices, receipts, allocations, aging, disputes, reconciliations, allowance support, and close evidence. The workbook makes customer balances traceable. Finance teams can use it to improve transaction accuracy, exception ownership, and period-end readiness.