

Credit Risk Management

Certified by Singapore Association of Credit Management



Decide with Confidence

LEARNING OBJECTIVES

Upon completion of this program participants will be able to:

- Understand basic credit management concepts and its importance
- Increased confidence in dealing with other departments and third parties with regards to credit work
- Know his/her roles as credit personnel in an organization

BENEFITS

Entry level staff will be sufficiently trained and equipped to effectively handle the day to day of credit management activities.

A well balanced and practical foundation course for those who want to know about credit management

COURSE CONTENTS

Introduction to business credit management

- Overview
- Credit management in an organization
- Credit department – roles and function

Credit policy and procedures

- Definition & types of credit policy and credit procedures (procedures manual)

Credit Administration

- Creation of customers accounts
Application processes
What to look out for in screening
Verification through various sources and methods
Data entry and integrity
- Forms, important documents & management reports
Purposes and importance of these forms and documents
Customer credit application forms, contracts and purchase orders
How to handle various types of management reports
- Managing customer files
Objectives
Developing a practical filing system
Creation, contents & maintenance of customer files

Basic Customer Credit Worthiness Evaluation

- Methods to conduct credit evaluation
- Sources and types of information
- Value of field visits and communication with customers

Accounts Receivables Monitoring

- Recording and following up – roles & responsibilities
- AR Aging report – invoice date and due date
- Customers' Purchase Orders, Delivery Orders, Invoices & Statements
- Handling disputes and investigations

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ABOUT THE TRAINER -

Mr George Goh, has more than 20 years of practical experiences in the areas of credit management, debt collection and credit insurance. He has worked with various organizations including Le Meridien Hotel, Transnational Group of Companies, Vikay Industrial Ltd and Dun & Bradstreet, to name but a few. His previous career also includes employment with Credit Information & Debt Collection Agencies: Dun & Bradstreet, providing credit reports, debt collection services including legal pursuits to recover debts all over the world. His work experiences in credit risks management expands even into the area of credit insurance coverage for companies to insure their most valuable current assets –the trade receivables and to use this credit enhancement and mitigation tool as collateral for financing arrangements with Financial Institutions as well as expansion of sales without unnecessary risks.

George has served for 15 years on the Board of Management of the Singapore Association of Credit Management (SACM). Formerly was the Association's Hon. Secretary and Hon. Treasurer, he is still serving as an active council member, and Membership Chairman of the SACM's Board of Management.

A very hands-on, practical trainer, George has conducted numerous credit and collection seminars as well as privately held in the Southeast Asian regions.

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Date: 14 July 2009, 9am – 5pm
Venue: Training Choice, Fortune Centre
Fee: [] S\$380 for D&B Subscriber [] S\$460 for Non-subscriber
(Includes materials, refreshments and lunch)

EARLY BIRD – Fax in your registration before 12 Jun to receive a 10% off regular fee
Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off regular fee
(Credit Association members also enjoy 10% off)

Fax the completed registration form to 6778 3853

Participant(s) Information

Name 1: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 2: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 3: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Company's Information

Name of Company: _____
Address: _____ **(Postal Code)** _____
Telephone: _____ **Fax:** _____
Liaison Officer: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Payment Information

[] D&B subscription units (Account no: _____)
[] * Cheque. *Please made payable to: **Dun & Bradstreet (Singapore) Pte Ltd***
[] * VISA [] Mastercard [] Amex
Card no: _____ **Expiry date:** _____
Signature: _____ *(*GST applies for cheque & credit card payment)*

Cancellation Policies

1. A seat will be reserved upon receipt of completed registration form, and confirmation of seat upon payment received
2. A substitute participant is welcome at no charge should you not be able to attend. Please provide the necessary details. Only cancellation made 7 working days before commencement is entitled to full refund of seminar charges. No refund thereafter including no show during day of commencement. A complete set of materials will however be sent to you.
3. D&B reserves the right to postpone or cancel the seminar for reasons whatsoever. In such a case, D&B will provide a full refund to registrants who have made payment towards the event and such registrants shall have no claims against the company.
4. D&B reserves the right to change venue due to unforeseen circumstances.