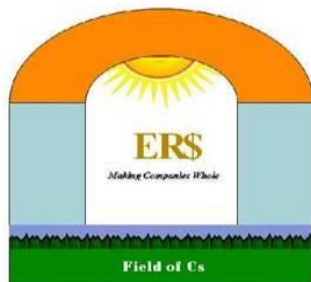


The Credit Boot Camp (CBC)

This Business Boot Camp, the Credit Boot Camp (CBC), was made possible by the generous support and sponsorship of the following organizations:



**Riverside Virtual High School
RVS**

October 25-27, 2017

The Credit Boot Camp (CBC)

Agenda

Stop One

Introduction: Orientation

In the long run, we shape our lives, and we shape ourselves. The process never ends until we die. And the choices we make are ultimately our own responsibility.
— *Eleanor Roosevelt*

Welcome Remarks

Answering where: The Company and its Environment

The participants will learn about the company, the place where work is performed, its structure, organizational chart, roles, and culture.

Answering what: Reviewing Job Descriptions

The participants will review job descriptions covering: credit and collection, A/R and A/P, bank teller and financial service associate.
(*The purpose is to extract the needed skills in these fields*)

Answering what: The Soft and Hard Skills of Employability

The participants will learn about the top qualities that employers seek in employees. They will uncover the A through Z of employability.

Answering what: Ownership Structure and the Legal Environment

The participants will learn about the main ownership structures: Sole ownership, Partnership, and Corporation. They will also get a summary review of the main laws and regulations affecting the field of Credit and Collection.

Stop Two

Spotlight on Credit:

*Every morning in Africa, a gazelle wakes up.
It knows it must run faster than the fastest lion or it will be killed.
Every morning a lion wakes up.
It knows it must outrun the slowest gazelle or it will starve to death.
It doesn't matter whether you are a lion or a gazelle.
When the sun comes up, you better start running.
—An African proverb*

Remarks & Review

Answering *what*: The Role of Credit Management

The participants will learn about the meaning, role, and function of credit and its relationship and importance to the rest of the company.

Answering *what & how*: The Role of Policies and Procedures

The participants will uncover the importance of policies and procedures and will gain insight into the process of credit by highlighting the key elements.

Answering *how*: The Matrix and the Credit Decision Process

The participants will learn about the Matrix of Ability and Willingness. They will uncover the basic steps in the credit decision process and become familiar with the Cs of credit.

Answering *how*: The Cornerstones—The Credit Application and the Credit Report

The participants will learn about the cornerstones of the credit file: The Credit Application and the Credit Report. A review of a commercial and consumer credit application and credit report.

Stop Three

Spotlight on Collection:

There comes a moment when you have to stop revving up the car and shove it into gear.

— David Mahoney

Remarks & Review

Answering *what*: The Role of Collection Management

The participants will learn about the meaning, role, and function of collection and its significance in protecting the lifeblood, the precious cashflow, of the company.

Answering *what & how*: The Role of Portfolio Management

The participants will learn about the importance of the aging report and will uncover strategies to effectively collect accounts receivable.

Answering *how*: Communicating with the Debtor

The participants will learn about the most important tool: The Telephone. They will also look at examples of written collection communication.

Answering *how*: Enhancing the Collection Experience

The participants will learn about how to deal effectively with angry debtors and when to refer to third parties for collection.

Stop Four

Spotlight on Accounts Receivable and Accounts Payable:

“A person often meets his destiny on the road he took to avoid it”.
— Jean de la Fontaine

Remarks & Review:

Featured Speaker

Answering *what*: Understanding Accounts Receivable (A/R)

The participants will learn about the importance of managing accounts receivable and timely cash application. Bonus discussion: *Terminology*.

Answering *what & how*: The Role of Data Input, Credit Memos, and Debit Memos

The participants will learn about the importance of accurate and correct application of cash as well as how to work with debit and credit memos.

Review the process, from cash receipts, to payment identification, to application, to dealing with discrepancies.

Answering *what*: Understanding Accounts Payable

The participants will learn about the function of accounts payable and the importance of timely payments to protect the company’s credit standing.

Answering *what & how*: Vendor Management and Payment Processing

The participants will learn about vendor set-up, vendor agreements and contracts, issuing purchase orders, invoice processing, and check handling.