



MACM

MALTA ASSOCIATION OF CREDIT MANAGEMENT

The MACM Credit Management Workshop

A 360-degree View of Credit Management

This workshop has been developed with the day-to-day duties of the credit controller in mind. Using real cases and the Maltese credit scenario, the participants will have the opportunity to learn and discuss how to:

- ✓ *Grant credit profitably;*
- ✓ *Mitigate credit risk;*
- ✓ *Use the MACM 24x7 online Information System;*
- ✓ *Manage debtors diligently;*
- ✓ *Protect cash flow;*
- ✓ *Ensure sound profit;*
- ✓ *Collect your dues on time;*
- ✓ *Build and maintain good customer relationship;*
- ✓ *Assist the sales teams.*

Delivered by:

Josef Busuttil MBA (*Henley*), DipM MCIM, FCICM
MACM Director General
International Credit Management Trainer & Coach

Certificates of Attendance will be issued to participants subject they have attended all lectures.

A 360-degree View of Credit Management

4-session Workshop

Monday, 16th October 2023 (2:00pm – 4:30pm)

Thursday, 19th October 2023 (2:00pm – 4:30pm)

Tuesday, 24th October 2023 (2:00pm – 4:30pm)

Thursday, 26th October 2023 (2:00pm – 4:30pm)

This Workshop will focus on:

- ✓ **Understanding your industry** – *its challenges and opportunities;*
- ✓ **The Credit Application Form** - *developing a comprehensive and doable Credit Application Form applicable to your specific industry;*
- ✓ **Know Your Customers** - *and the Customers' of Your Customers;*
- ✓ **Approving Credit Sales** – *securing profitable sales and mitigating risks;*
- ✓ **Credit Reference Agency Information** – *using the MACM data bases to determine the credit terms;*
- ✓ **Effective Invoicing** – *The key elements of an Invoice;*
- ✓ **Managing Accounts Receivable** – *Managing Credit efficiently and successfully;*
- ✓ **Turning Overdue Accounts into Cash** – *Keeping customers buying and paying;*
- ✓ **Relationship Management in Accounts Receivable** – *gaining competitive advantage;*
- ✓ **Effective Cash Collection** – *letters, e-mails, sms and telephone techniques used to collect money when due.*

This is a comprehensive, intuitive and hands-on 4-lecture workshop where the participants will have the opportunity to discuss and partake wholeheartedly.

Who should attend:

People involved in the field of trade credit and collection of dues from all economic sectors.

Fees:

4-Lecture Workshop

MACM Members: €275.00 excl. VAT (**€324.50**)

Non-MACM Members: €350.00 excl. VAT (**€413.00**)