

Accounts Receivable Specialist Syllabus

Course Description

This training program is a non-degree certificate program designed to provide practical, hands-on, and real-world job skills as an Accounts Receivable Specialist. Accounts Receivable specialists perform general bookkeeping duties related to preparing and processing customer billing and cash receipts and for accurately managing the tracking of transactions into financial records. In addition, AR specialists work with management to analyze and report on the ongoing efficacy of outstanding uncollected accounts receivable accounts. AR specialists are also tasked with customer payment follow up, including contacting clients for payment resolution, and negotiating payment arrangements.

Educational Objectives

By the end of this course, you will be qualified to obtain an entry level position as an accounts receivable, billing and collection specialist. Will become proficient in the following skills:

Keyboard and ten-key efficiency	Past due balances follow up
Improve basic and mental math skills	Resolve customer disputed charges
Understand basic accounting concepts	Conduct account research and analysis
Fair credit & collection regulations	Periodically audit customer ledgers
Set up new customer accounts	Prepare monthly AR aging reports
Maintain accurate files and ledgers	Send statements to outstanding accounts
Prepare and send invoices for accuracy	Reconcile AR to the General Ledger
Process payments and credit memos	Learn customer bookkeeping software

Length and Sequence/Frequency of Classes

The program is 306 clock hours: evenings Mon-Thurs, 4.5 hours per day, mornings Tues-Thurs 6 hours per day, 18 clock hours per week. Total length is 17 weeks (306 clock hours ÷ 18 clock hours per week) covering 119 calendar days and 4.0 months.

Schedule of Total Charges for a Period of Attendance and Estimated Total Charges for Entire Program

The total charges for a period of attendance are based on the number of hours of student attendance times the average hourly estimated total tuition charge of \$19.61 ($\$6,000 \div 306$ hours). The estimated total charges for the entire program are \$6,500, including tuition, registration \$100, books \$200, and supplies \$200.

Methods of Instruction

Onsite Method of Instruction

Onsite class sessions are conducted by a dedicated instructor at the school's four-classroom facility located in the central San Diego City area of Kearny Mesa. The site is located in a professionally maintained business park with sufficient student parking and special needs access. The inside of the school is configured in a modern, clean, and professional office setting with adequate heating and cooling systems, natural light, etc.

Training Resources and Materials

The training program utilizes a combination proprietary and third-party training materials for both the onsite and online programs. The proprietary curriculum was developed and designed by the CPA owner, operator, and instructor with over fifty years of accounting and finance experience. The third-party educational materials include the following textbooks: Essentials of Credit, Collections, and Accounts Receivable by Mary S. Schaeffer, John Wiley & Sons, Publisher; and Streetwise Credit and Collections by Suzanne Caplan, Adams Media, Publisher.

Accounts Receivable Specialist Syllabus – continued

Program Syllabus-Sequential Outline of Subject Matter, Skills to be Learned

WEEK 1: STUDENT ORIENTATION, TYPING/KEYBOARDING, TEN-KEY-BY-TOUCH

Student Orientation; School Disclosures; Student Rights; Career Goals; Tools of the Trade; Typing and Keyboarding; Ten-Key-by-Touch; Ten-Key Worksheets.

WEEK 2: REVIEW OF BASIC BUSINESS MATH

Basic Math Review; Mastering Mental Math; Simple and Compound Interest; Understanding Markups and Margins.

WEEK 3: THE WORLD OF ACCOUNTING

The World of Accounting; Accounting Rules and Concepts; the Accounting Equation; the Two Methods of Accounting;

WEEK 4: THE ACCOUNTING PROCESS, ACCOUNTS, JOURNALS, LEDGERS, FINANCIAL STATEMENTS

The Accounting Process; the World of Accounts; the Chart of Accounts; Journals; the General Ledger; the Balance Sheet and Income Statement.

WEEK 5: OVERVIEW OF ACCOUNTS RECEIVABLE

Introduction to Accounts Receivable; the Accounts Receivable Cycle; Customer Master File; Types of Accounts Associated with Accounts Receivable; Selling to Customers on Account; Customer Sales Invoices vs Statements; Customer Subsidiary Ledgers; Calculating Average Daily Sales Outstanding; Estimating Collectability of Outstanding Accounts Receivable.

WEEK 6: COOPERATING WITH SALES STAFF

Importance of Sales and Accounts Receivable Relationship; What AR Can Do to Help the Sales Staff; Tips and Techniques for Maintaining the Relationship; Educating the Sales Staff about Accounts Receivable; Keeping Sales from Selling to Noncreditworthy Customers.

WEEK 7: ACCOUNTS RECEIVABLE TRANSACTION PROCESSING

The Importance of Time, Dates, the Calendar Customer Sale Invoices; Customer Cash Receipts; Customer Adjustments; the Sales Journal; the Cash Receipts Journal; the General Journal; Entering Customer Invoices, Receipts, and Adjustments into Journals Exercise.

WEEK 8: CUSTOMER MASTER FILE

Importance of Customer Master File; File Maintenance; Customer Types; Tax Identification Numbers; Contact Individual; Credit Score; Customer Payment and Credit Terms; Sales Tax Exempt or Non-Exempt Status; Billing and Payment History.

WEEK 9: CUSTOMER RELATIONS

The Customer's Accounts Payable and Purchasing Departments; The Value of Establishing Good Relations with a Customer's Purchasing and Accounts Payable Staff; Customer Purchase Orders; Customer P-Cards or Procurement Cards (ProCards); Customer Letters of Credit; How AP Associates Can Affect When Payment is Made

WEEK 10: ACCOUNTS RECEIVABLE BILLING AND MONTH-END EXERCISES

Accounts Receivable Customer Sales Invoice Billing Exercise; Accounts Receivable Month-end Aging of Accounts Exercise; Calculating Average Daily Sales Outstanding Exercise; Estimating Collectability of Outstanding AR and Adjusting the Allowance for Doubtful Accounts Exercise.

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WEEK 11: ACCOUNTING FOR CASH RECEIPTS

Definition, Importance, and Nature of Cash; Types of Cash and Cash Equivalents; Controlling Cash; Cash Receipt and Payment Journals; the General Ledger Cash Account; Cash Receipt and Payments Processing Using Debits and Credits.

WEEK 12: SALES AND USE TAXES

Introduction to Sales and Use Taxes; Definitions of Sales and Use Tax; History and Purpose; the Difference between Sales and Uses Taxes; Bookkeeping for Sales and Use Taxes; Overview of State Laws and Regulations; Sales and Use Tax Return Exercise.

WEEK 13: CUSTOMER CREDIT

The Importance of Credit in Business; Definition, Types, and Uses of Credit; Business Credit vs. Consumer Credit; Credit Ratings, Credit Scores, and Credit Rating Agencies; Laws and Regulations Controlling the Credit Industry.

WEEK 14: CUSTOMER COLLECTIONS

The Art and Principles of Collection; the Collection Process and Methods for Improving Collections; Collection Rules According to the Federal Fair Debt Collection Practice Act; Preparing Friendly, Diplomatic, Demand Collection Letters; Collection Agencies and How they Work; Skip Tracing; Credit and Collection Professional and Trade Associations.

WEEK 15: BUSINESS LAW AND ACCOUNTS RECEIVABLE

The Legal Structure and Nature of Business Entities; Sole Proprietors; Partnerships; Corporations; Understanding Basics of Business Entity Legal Liability; Becoming Familiar with the Uniform Commercial Code.

WEEK 16: INTERNAL CONTROL AND ETHICS

Definition of Internal Control; Objective of Internal Control; How to Achieve Strong Internal Control; How to Apply Control over Cash Receipts and Payments; the Practical Realities of Internal Control; Understand the Nature Finance Ethics.

WEEK 17: RECORD RETENTION, INTERVIEWING TIPS AND TECHNIQUES, COVER LETTER AND RESUME

Introduction to Record Retention; Suggested Time Frames to Maintain Business and Accounting Records; Management of a Record Retention Program; Legal Requirement Affecting Record Retention; Statues of Limitations; Regulatory Rulings; Litigation; Tax Audits; Court Order Subpoenas. Evaluating Interviewers; Interviewers Issues with Job Seekers; Practical Tips on How to Ace an Interview; Common, Touch, and Illegal Interviewer Questions; Questions to Ask the Interviewer; How to Rate Your Personal Values, Qualities, and Work Preferences; Cover Letter and Resume Exercise.

How Student Skills are Measured

Student reports of progress, attendance, and grades are summarized and published at the end of each month. Copies are distributed to the students and entered into the student's records. Requirements for Completion: (1) 90% or greater cumulative attendance; (2) minimum cumulative grade-point average of 70%; and (3) completion of all exercises and practice sets.