



RESTORE CCT

Credit as a System.

Creditors Clerk Workshop: Practical Payables Control & Cash Management

Designed to bridge the gap between processing and financial impact, ensuring your payables function actively supports cash flow, accuracy, and supplier stability.

This workshop equips delegates with the practical skills required to manage suppliers effectively, maintain accurate records, and align payments with business cash flow requirements.

Designed for:

- Creditors / Accounts Payable Clerks
- Finance administrators handling supplier accounts
- Companies wanting to improve payables control and cash discipline

Structure:

- Each module = 2-day session
- Each module = practical application + real-world scenarios
- Focus: **Control + accuracy + decision-making impact on cash flow**

Module Breakdown:

1. Understanding the Payables Environment

Outcome: Understand how the creditors' role impacts business stability and cash flow

Practical: Map the payables process to identify how daily tasks impact cash flow and supplier relationships

Mindset Shift: "From I process invoices" to "I protect cash and supplier trust"

- How a business makes money (Turnover → Profit → Cash Flow)
- Where creditors fit into the working capital cycle
- The link between payables, cash flow, and supplier continuity
- The real cost of poor payables control
- Creditors vs Debtors: understanding both sides of cash

2. Supplier Onboarding & Master Data Control

Outcome: Ensure suppliers are set up accurately to support smooth processing and reduce risk

Practical: Review supplier onboarding documents and identify risks

Mindset Shift: “From admin capturing” to “risk control and process integrity”

- Required supplier information and documentation (and why it matters)
- Verifying supplier details (registration, banking details, VAT information)
- Importance and impact of accurate master data
- Identifying risks: fraudulent suppliers, incorrect banking details, incomplete records
- Importance of standardised onboarding processes and approvals
- When and how to escalate onboarding concerns

3. Supplier Terms & Risk Awareness

Outcome: Understand what the business is committing to when dealing with suppliers

Practical: Review supplier terms and identify risks

Mindset Shift: “From processing invoices” to “Understanding and managing supplier risk and commitments”

- Understanding supplier terms (payment days, discounts, penalties)
- Impact of negotiated terms on cash flow
- Reading supplier agreements correctly
- Identifying risk: dependency, concentration, critical suppliers
- When and how to escalate supplier risk concerns

4. Invoice Processing & Reconciliation Control

Outcome: Ensure accuracy to prevent disputes and payment delays

Practical: Identify errors and complete a reconciliation

Mindset Shift: “From capturing transactions” to “protecting accuracy and cash flow through disciplined control”

- End-to-end Procure-to-Pay (P2P) process
- Matching: PO → Invoice → Delivery (3-way matching)
- Common invoice errors and how they affect payment
- Statement reconciliations step-by-step
- GRN / POD importance
- VAT considerations

5. General Ledger (GL) Allocation & Coding Accuracy

Outcome: Ensure every transaction is correctly recorded to support accurate financial reporting

Practical: Review invoices and assign correct GL accounts

Mindset Shift: “From coding for completion” to “coding for financial accuracy and decision-making insight”

- What is the General Ledger (in simple terms)
- Why GL allocation matters

- Understanding common GL categories
- Reading an invoice for correct allocation
- Common allocation mistakes
- Working with finance and the accounting team

6. Payment Planning & Cash Flow Alignment

Outcome: Align payments with business cash flow strategy

Practical: Build a basic payment plan

Mindset Shift: “From paying what’s due” to “prioritising payments to protect cash flow and business stability”

- Payment cycles and cash flow timing
- Prioritising payments (critical vs non-critical suppliers)
- Managing early payment discounts vs cash constraints
- Avoiding overpayments and duplicate payments
- Working with finance to plan cash outflows
- Understanding the impact of poor payment planning

7. Disputes & Supplier Communication

Outcome: Resolve issues without damaging supplier relationships

Practical: Role-play supplier conversations

Mindset Shift: “From responding to queries” to “managing relationships while maintaining control and accountability”

- Common causes of supplier disputes
- How poor processes create conflict
- Structured approach to resolving queries
- Communicating with authority and professionalism
- Managing difficult suppliers
- Maintaining trust while enforcing control

8. Fraud & Control Risks in Payables

Outcome: Identify and prevent common fraud risks

Practical: Spot risk scenarios

Mindset Shift: “From trusting the process” to “actively questioning and safeguarding against risk”

- Common fraud risks in creditors (bank changes, duplicate payments, fake suppliers)
- Internal control weaknesses
- Segregation of duties
- Supplier verification processes
- Red flags and escalation procedures
- Building a control mindset

9. Systems, Discipline & Daily Controls

Outcome: Build routines that ensure consistency and control

Practical: Create a daily/weekly checklist

Mindset Shift: “From I complete tasks” to “I follow disciplined routines that protect cash flow”

- Daily, weekly, and monthly controls
- Managing workload and deadlines
- Maintaining clean supplier accounts
- Avoiding backlog and reactive processing
- Building discipline in high-volume environments

Workshop Outcomes

By the end of this workshop, delegates will:

- Apply structured controls to improve accuracy and reliability in payables processes
- Manage supplier relationships with confidence, professionalism, and consistency
- Support effective cash flow management through informed payment planning
- Identify and reduce risks related to errors, disputes, and fraud
- Understand how their role impacts financial reporting and business decision-making
- Operate with greater accountability as custodians of cash outflow and financial accuracy

Pricing:

R1,250 per module (2-day session)

Discount available for full workshop enrolment

Corporate/group pricing available on request

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