

CCSMP41

Manage licence payment debt in a music publishing business



Overview

This unit involves efficiently collecting outstanding payment from customers' accounts that have fallen overdue. You are required to work in a customer focused and efficient manner.

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Performance criteria

You must be able to:

- P1 identify unpaid invoices and collect licence fees/royalties in line with contract terms.
- P2 provide a point of contact for potential and existing customers and follow up and resolve any issues and queries raised
- P3 follow up leads on collection
- P4 negotiate payment terms with customer
- P5 monitor liquidations
- P6 identify and alert the appropriate people to insolvencies
- P7 ensure compliance with payment terms and refer cases on to others as appropriate
- P8 compile appropriate case history when referring on to others

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Knowledge and understanding

You need to know and understand:

- K1 what the different types of licence are and what they cover and why
- K2 relevant aspects of copyright law and licensing
- K3 the appropriate software and data handling systems in use in your department
- K4 how to communicate clearly, logically and how to influence effectively
- K5 the accounts receivable procedures operated within your organisation
- K6 the relevant aspects of licensing, credit control, financial analysis and reconciliation
- K7 how to maintain organised and comprehensive records in line with organisational requirements
- K8 how to plan and prioritise your workload

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