

## Operate credit control procedures

**Overview**

This standard is about operating credit control procedures. This standard may be suitable for you if your work involves identifying instances of non-payment and taking appropriate action to recover moneys due.

Operating credit control procedures requires you to accurately identify and understand the reason(s) for non payment, to identify opportunities for the collection of money and to recognise when outstanding debts should be referred to others in your organisation. This includes where partial payment has been received. You will need to take into consideration the age of the debt as well as the value and type of business. You will need to pay attention to details that are critical to your work and act within the limits of your responsibility.

## Operate credit control procedures

---

### Performance criteria

You must be able to:

1. Identify instances of non-payment in accordance with your organisations procedures
2. Identify bad and potentially bad debts accurately in accordance with your organisations procedures
3. Take action to recover monies due in accordance with your organisations procedures
4. Establish the reasons for non-payment in accordance with your organisations procedures
5. Clarify discrepancies and request any outstanding amounts in accordance with your organisations procedures
6. Obtain the customer's agreement to pay the amount owed in accordance with your organisations procedures
7. Agree appropriate methods of payment with the customer and monitor their compliance with these
8. Identify continued non-payment and take appropriate action owed in accordance with your organisations procedures
9. Identify the nature and circumstances of the account holder into account when deciding what action to take owed in accordance with your organisations procedures
10. Keep up-to-date records of all actions taken owed in accordance with your organisations procedures
11. Comply with legal requirements, industry regulations, ethical standards, organisational policies and professional codes of practice

## Operate credit control procedures

**Knowledge and understanding**

You need to know and understand:

1. Sources of information and advice within your organisation
2. Your organisation's timescale standards
3. How information is stored and how to access it
4. Your organisation's customer service procedures, including dealing with complaints
5. The limits of your own authority and the action required if any action is required which is beyond your authority
6. Your organisation's policy and procedures for communicating with customers
7. Customer payment procedures
8. Ledger systems
9. Your organisation's systems, procedures and time limits for dealing with late payments
10. Different methods of receiving financial information
11. Escalation procedures when dealing with late payments
12. Your organisation's procedures for identifying bad and potentially bad debts
13. Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including ethical standards as they impact on your activities

---

**Behaviours**

1. You use information and knowledge effectively, efficiently and ethically
2. You show respect for others in your dealings with them

## Operate credit control procedures

<b>Developed by</b>	FLSP
<b>Version Number</b>	2
<b>Date Approved</b>	March 2017
<b>Indicative Review Date</b>	March 2022
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Financial Skills Partnership
<b>Original URN</b>	FSPCP03
<b>Relevant Occupations</b>	Finance
<b>Suite</b>	Customer Payments for Financial Products and Services
<b>Keywords</b>	Payments; calculations; discrepancies; reconciling; non-payment; instalments; direct debits; BACs; ADDACS