

Receivables & Collections Playbook

Toolkit · Working Capital · Professional tier

Operational playbook to accelerate receivables and reduce DSO.

1. Purpose

Credit-policy guardrails, dunning cadence, dispute resolution and incentive design to compress DSO.

2. Who should use this

- Credit Control
- Sales Ops

3. When to use it

- At the start of every toolkit cycle for the group.
- Whenever a material change occurs in the underlying business, regulation or risk profile.
- During quarterly management and board reviews.
- As part of internal audit and second-line assurance work.

4. Step-by-step usage

1. Read the executive summary and identify the workstreams that apply to your group.
2. Localise assumptions, currencies, regulatory references and naming conventions.
3. Populate the working sections with current data and source-document references.
4. Run an internal challenge session before the first formal review.
5. Present at the relevant committee (Treasury, ALCO, ExCo or Board).
6. Capture decisions and actions; refresh on the agreed cadence.

5. Controls and approval workflow

- Segregation of duties between preparer, reviewer and approver.
- Documented delegated authority with monetary and instrument limits.
- System-enforced limits where the toolkit drives downstream payments or trades.
- Quarterly independent review by Internal Audit or second-line Risk.
- Exception log retained for at least seven years for regulatory inspection.

6. Review frequency

Reviewed at least quarterly and refreshed when underlying assumptions change.

7. Sample working template

Business Unit	DSO (days)	DPO (days)	Inventory (days)	CCC (days)	RAG
Retail	38	52	41	27	Amber
Wholesale	61	47	58	72	Red
Services	33	44	0	-11	Green
Manufacturing	45	55	63	53	Amber

8. Key topics covered

- Credit policy
- Dunning
- Disputes

9. Implementation notes

- Localise to your group's chart of accounts, currencies and entity structure before first use.
- Wire the outputs into existing treasury / FP&A reporting cadences rather than running in parallel.
- Capture data lineage so each figure can be traced back to its source system.
- Run a dry cycle with a small business unit before group-wide rollout.
- Pair with the related Outliers framework and assessment to track maturity uplift over time.