TRAINING
ON COLLECTION
WITH AUGMENTED CASH

CERTIFYING TRAINING

SIDETRADE

Duration: 2 days face to face

Objective: be able to manage collection through Augmented Cash platform following a specific process.

This training, intended to final users of Augmented Cash solution, allows to master all missions linked to a cash collector.

Audience concerned:

This training is geared to all collaborators who will have to execute collection actions through Augmented Cash platform.

Access for people with disabilities: possibility to adapt the training content, please contact us first.

Prerequisites:

- Use Windows environnement
- Master basic desktop tools
- Know internet basic functions

Project based education:

One of this training strength is its approach through a project. During the training, attendees will work on concrete cases: their professional context and their customer portfolios.

At the end of the training, collectors will have a platform ready to use and adapted to their needs.

Price: 3 300€ for 6 attendees maximum.

Access modalities and timeline: subscription validated upon purchase order, and training contract on demand, within 7 working days. The delivery will begin within 3 months after the purchase order signature.

COLLECTOR TRAINING PROGRAM

1   Introduction on Augmented Cash solution

- ↪ Discover Augmented Cash
- ↪ Connect to the platform and take the first steps: ergonomic, collection to-do-list, customer file
- ↪ Assimilate collection logic

2   Collection management

- ↪ Use the collection to-do-list to organize and complete the collection actions
- ↪ Access to the customer situation to prepare the dunning
- ↪ Update your customers' contacts
- ↪ Update an action
- ↪ Qualify an item to follow-up your actions
- ↪ Register a promise of payment
- ↪ Save a dispute
- ↪ Move a customer into litigation process
- ↪ Work with your colleagues to the dispute resolution by sending them SideNotes
- ↪ Deal with a SideNote: creation, modification, forwarding and answering

3   Action follow up and searches

- ↪ Search for an information (customer, statement of account, invoice....)
- ↪ Read and understand the main indicators (DSO, outstanding, balance….)
- ↪ Monitor your action

4   Read reportings

- ↪ Use alerts to optimize collection and customer follow up
- ↪ Manage ageing balance
- ↪ Read reporting DSO

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TRAINING ENGINEERING

Prerequisites to attend the training:

To perform this training, the administrator training must have been done and the platform needs to be set up regarding customer needs.

To attend this training it is mandatory to understand the skills associated to the job of cash collector.

Technical prerequisites:

In terms of equipment, the following items are necessary:

- a training room
- ideally a computer for each attendee (or a computer for a group of 2) with an internet connection
- a code to connect into wifi
- a Augmented Cash preview platform
- a paperboard or a board
- a projector with an HDMI output
- multi sockets for attendees.

Pedagogical resources and methods, modalities and tools:

This training is conducted face to face, it will be collective in a training classroom.

Different kind of teaching aid will be offered to attendees (PowerPoint presentation, exercises book, internet platform….). At the end of the training, a memo is available to each attendee classifying main features to master.

The pedagogical methods which will be used are affirmatives, participatives and actives. The trainer will show how to do, will ask questions and will let attendees search and get to know the platform by themselves. The trainer will adapt his pedagogical methods and tools regarding the attendees and the situation.

Monitoring and evaluation system:

A **presence sheet** will be signed by every attendee.

To make sure the attendee has acquired all knowledge areas, the trainer will carry out **informal evaluations** (questions and exercises) all along the training. A **quiz** will also be proposed at the end of the training.

The attendees will be asked to evaluate the training through an online survey.

Finally, after several weeks using Augmented Cash, **a certification Basic level** could be tried by the attendee. It is a free on-line evaluation delivered by Sidetrade.

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