

FINANCE & ACCOUNTING | COURSE BROCHURE

Order-to-Cash and Procure-to-Pay Process Excellence

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Order-to-cash and procure-to-pay processes drive working capital, cost and control in every organisation. This course examines both end-to-end processes, from customer order to cash collection and from purchase request to supplier payment. Participants learn process design, controls, automation, KPIs and working capital optimisation, and identify improvement opportunities in their own processes.

Inefficient finance processes lead to late payments, disputes, errors and excess working capital. This course helps you design efficient, well-controlled processes that improve cash flow and stakeholder satisfaction.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

The course uses process mapping, KPI benchmarking, control reviews, automation demonstrations and case studies.

Course objectives

By the end of this course, participants will be able to:
• Map end-to-end order-to-cash and procure-to-pay processes
• Identify inefficiencies, errors and control weaknesses
• Improve credit, billing and collections performance
• Improve purchasing, invoice processing and payment controls
• Apply automation and digital tools
• Measure process performance and working capital impact

Target audience

This course is suitable for:
• Accounts receivable and payable managers
• Finance operations and shared services professionals
• Credit and collections managers
• Procurement operations staff
• Financial controllers



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Target competencies

Participants will develop competencies in:

- Process mapping
- Collections management
- Invoice processing
- Internal controls
- Finance automation
- Working capital KPIs

Course outline

Day 1: End-to-End Finance Processes

09:00–09:54	Order-to-cash overview
09:54–10:48	Procure-to-pay overview
10:48–11:00	Working capital links
11:00–11:30	**Coffee break**
11:30–12:12	Working capital links (continued)
12:12–13:06	Process maturity
13:06–14:00	Exercise: Process mapping

Day 2: Order-to-Cash

09:00–09:54	Credit management
09:54–10:48	Billing accuracy
10:48–11:00	Collections strategies
11:00–11:30	**Coffee break**
11:30–12:12	Collections strategies (continued)
12:12–13:06	Dispute and deduction management
13:06–14:00	Workshop: Reducing DSO



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Day 3: Procure-to-Pay

09:00–09:54	Requisition and purchase orders
09:54–10:48	Three-way matching
10:48–11:00	Invoice processing
11:00–11:30	**Coffee break**
11:30–12:12	Invoice processing (continued)
12:12–13:06	Payment terms and runs
13:06–14:00	Case study: Improving invoice processing

Day 4: Controls and Automation

09:00–09:54	Key controls and fraud risks
09:54–10:48	E-invoicing
10:48–11:00	Robotic process automation
11:00–11:30	**Coffee break**
11:30–12:12	Robotic process automation (continued)
12:12–13:06	Supplier and customer portals
13:06–14:00	Demonstration: Automated invoice processing

Day 5: Performance and Improvement

09:00–09:54	KPIs and benchmarks
09:54–10:48	Root cause analysis
10:48–11:00	Continuous improvement
11:00–11:30	**Coffee break**
11:30–12:12	Continuous improvement (continued)
12:12–13:06	Change management
13:06–14:00	Capstone: Process improvement plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the



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sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,450.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.–**
Paris Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,860.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Istanbul Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,650.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.–**
Amsterdam Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,540.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	11 Jan 2027	15 Jan 2027	**€2,450.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.-**
Singapore Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,820.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
London Confirmed dates	1 Feb 2027	5 Feb 2027	**€2,450.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.-**
Dubai Confirmed dates	15 Feb 2027	19 Feb 2027	**€3,150.-**
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.-**
Frankfurt Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,650.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,450.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
Cape Town Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,890.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Paris Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,860.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
Istanbul Confirmed dates	19 Apr 2027	23 Apr 2027	**€2,650.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Amsterdam Confirmed dates	3 May 2027	7 May 2027	**€2,540.-**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.-**
Singapore Confirmed dates	17 May 2027	21 May 2027	**€2,820.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
Barcelona Confirmed dates	24 May 2027	28 May 2027	**€2,840.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
London Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,450.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Dubai Confirmed dates	21 Jun 2027	25 Jun 2027	**€3,150.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.-**
Frankfurt Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,650.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,450.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Cape Town Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,890.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.-**
Paris Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,860.-**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Istanbul Confirmed dates	16 Aug 2027	20 Aug 2027	**€2,650.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Amsterdam Confirmed dates	6 Sept 2027	10 Sept 2027	**€2,540.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Rome Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,450.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Singapore Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,820.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
London Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,450.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.–**
Dubai Confirmed dates	18 Oct 2027	22 Oct 2027	**€3,150.–**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.–**
Frankfurt Confirmed dates	1 Nov 2027	5 Nov 2027	**€2,650.–**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,450.–**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.–**
Vienna Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,940.–**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Paris Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,860.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**
Istanbul Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,650.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online