

**Unit: CP3 Operate credit control procedures**

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**Overview**

This unit may be suitable for you if your work involves you in both assessing the nature of non-payment and taking appropriate action to recover monies 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 appropriate people within your place of employment. This might be where partial payment has been received, taking into consideration the age, value and type of business.

***Outcomes of effective performance***

- CP3/O1 You assess the nature of non-payment
- CP3/O2 You identify bad and potentially bad debts accurately
- CP3/O3 You take action to recover monies due
- CP3/O4 You establish the reasons for non-payment
- CP3/O5 You clarify discrepancies and request any outstanding amounts
- CP3/O6 You obtain the customer's agreement to pay the amount owed
- CP3/O7 You agree appropriate methods of payment with the customer and monitor their compliance with these
- CP3/O8 You identify continued non-payment and take appropriate action
- CP3/O9 You take the nature and circumstances of the account holder into account when deciding what action to take
- CP3/O10 You keep accurate and up-to-date records of all actions taken
- CP3/O11 You comply with legal requirements, industry regulations, organisational policies and professional codes

***Behaviours which underpin effective performance***

- CP3/B1 You use information and knowledge effectively, efficiently and ethically
- CP3/B2 You act within the limits of your responsibility
- CP3/B3 You show respect for others in your dealings with them
- CP3/B4 You carry out tasks with due regard to your organisation's policies and procedures, including those covering health and safety at work

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***Knowledge and understanding***

1. Sources of information and advice within your organisation
2. Your organisation's timescale standards
3. Your organisation's computer systems
4. Your organisation's filing and information retrieval systems
5. Your organisation's customer service procedures (including dealing with complaints)
6. Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including health and safety, as they impact on your activities
7. The limits of your own authority and the action required if any action is required which is beyond your authority
8. How to access existing business customer records
9. Your organisation's policy and procedures for writing to customers
10. Customer payment procedures
11. Ledger systems
12. Your organisation's computerised account set up procedures, including amendment arrangements
13. Different methods of receiving financial information
14. Escalation procedures when dealing with late payments
15. Your organisation's procedures for identifying bad and potentially bad debts