

ACAPP Certified Accounts Payable Manager (CAPM)

1. Welcome to your course

1.1. Study Guide

2. Leading and Motivating the Accounts Payable team

2.1. Module 1 Focus and Objectives

2.2. Leadership - Purpose, Styles and Skills

2.3. Motivation and motivators

2.4. Change and change process

2.5. Coaching as a leader

2.6. End of module assessment

3. Managing for High Performance in the AP team

3.1. Module 2 Focus and Objectives

3.2. Management and delegation

3.3. SMART management

3.4. Challenging actions

3.5. Managing for high performance

3.6. End of module assessment

4. Developing staff maximising performance

4.1. Module 3 Focus and Objectives

4.2. Develop your staff

4.3. Coaching and learning

4.4. Staff appraisals

4.5. Team development mind-set

4.6. End of module assessment

5. Presenting with impact

5.1. Module 4 Focus and Objectives

5.2. An introduction to presentations

5.3. Preparing your presentation

5.4. Delivery of your presentation

5.5. The power of your voice

5.6. End of module assessment

6. KPI's for business performance

6.1. Focus and Objectives

6.2. KPI's an overview

6.3. KPI's for Accounts Payable

6.4. KPI's for motivation

6.5. End of module assessment

7. Complaints handling in Accounts Payable

7.1. Module 6 Focus and Objectives

7.2. Complaints handling process

7.3. Complaints guide

7.4. Understanding and resolving complaints

7.5. End of module assessment

8. FINAL EXAM – 50 MULTIPLE CHOICE QUESTIONS

ACAPP Certified Accounts Payable Specialist (CAPS)

1. The Accounts Payable Career Path

- 1.1. Module Focus and Objectives
- 1.2. Accounts Payable Role and Career

2. Customer Service Excellence and Stakeholder Management

- 2.1. Module Focus and Objectives
- 2.2. Measuring Customer Success
- 2.3. Customer Service Brand And Journey
- 2.4. Managing Customer Expectations
- 2.5. Handling Complaints And Moving To Solutions

3. Accounts Payable Process and Policies

- 3.1. Module Focus and Objectives
- 3.2. Essential Accounting Terminology
- 3.3. Procurement and Procure to Pay
- 3.4. Invoice Processing And Handling Best Practices
- 3.5. Purchase Requisitions, Purchase Orders and Statement Reconciliations
- 3.6. Paying And Transacting With Suppliers Using Procurement Cards
- 3.7. Fundamentals Of Payment Management
- 3.8. Effective Cash Management Practices

4. Suppliers

- 4.1. Module Focus and Objectives
- 4.2. Supplier Management From An AP Perspective
- 4.3. Supplier Master Files
- 4.4. Supplier Setup, Process and Practices
- 4.5. Verification And Maintenance With Checks And Controls
- 4.6. Building And Maintaining Relationships With Suppliers

5. Technology in Finance

- 5.1. Module Focus and Objectives
- 5.2. AP Related Technology Platforms And Solutions
- 5.3. Improving AP Processes Using Technology
- 5.4. Digital Mail And Data Capture
- 5.5. Robotic Process Automation (RPA)

6. Travel and Entertainment Expenses

- 6.1. Module Focus and Objectives
- 6.2. Policies And Best Practices
- 6.3. Travel Management Solutions

7. Internal Controls, Risk Management and Compliance

- 7.1. Module Focus and Objectives
- 7.2. Internal And Process Controls
- 7.3. Managing and Reducing Risk

8. FINAL EXAM – 50 MULTIPLE CHOICE QUESTIONS