

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