

## Account Receivable Executive

Job Title	Accountant		
Division	Finance		
Department	Finance		
Section	Finance		
Location		Direct Reports	
Reports To	Manager – Finance	Version Number	1
External Relations		Guide Number	
Internal Relations		Job Code	

### Basic Function

Recover the SMSA o/s monies within due date and minimize the bad debt impact. Resolve customer queries to accelerate the collection and flag and take required action on customer accounts to safeguard company interest. Ensure that customer Receipts are correctly applied against invoice settled.

Maintaining and keeping all the records related to COD and other collection transactions, deposit & collection reconciliation reports and Duty & Taxes Invoices.

Generating monthly Invoices based on inputs received from Operations and Integrators. Ensure that Invoices are sent to customers on time and billing input for GL posting.

Fully understand and promote SMSA's vision, mission, culture, and values.

## KEY Responsibilities

### Core

- Achieve monthly collection Targets on consistent basis by effectively coordinating with customer and internal departments.
- Manage the Aging of Receivable balance and ensure that o/s balance aging is maintained within less than 60 days bracket by rigorously following up with customers.
- Review the AR aging on regular basis and update and provide the update to manager as and when required.
- Flag the high-risk customers and potential risky customers and take appropriate actions to reduce the adverse impact on SMSA.
- Minimize the Bad Debts, balance write offs and claims by actively resolving customer queries and following up with them on regular basis.
- Email letters to customers for payment reminders, follow-ups and account suspension as defined by SOP and guidelines and take appropriate action to minimize adverse impact on SMSA.
- Maintain list of suspended and reactivated accounts during period in excel and forward to manager as and when required.
- Liaise with internal departments as required to address and resolve customer queries on timely basis.
- Prepare working for credit notes after thorough investigation to identify the root-cause and support it with necessary document with required departmental approvals before submitting for final finance approval on regular basis.

- Ensure that all the receipt/ approved credit entries are posted in financial system in time and customer SOA correctly reflects the updates status.
- Perform reconciliation with customer as and when required and get balance confirmation on balance receivable from them on regular interval to avoid future disputes and safeguard SMSA interest.
- Maintain list of PDCs in hand and ensure timely deposit of Cheques in Bank. Also, maintain list of security Cheques and inform GL team, on action to be taken as and when required.
- Resolving various billing and other disputes raised by customers with appropriate timeline to accelerate the collection and minimize the receivable aging.
- Verify customer contracts received from Sales/ Freight team as per guideline and ensure that contract is signed, stamped and supported by all the necessary documents before forwarding for code creation in system.
- Assist in monthly management reporting and ensure that deadlines are met.
- Receiving Cash, Cheques and COD amount collected by couriers on daily basis.
- Updating SPANEL with COD collection and floating the cash in SPANEL against each delivered AWB on daily basis.
- Submitting SPANEL and COD Cash deposit reconciliation on same business day.
- Ensuring that Cash & Cheques collected other than COD is deposited on same business day.
- Submitting Cash & Cheques collection report and highlight any discrepancies, on same business day.
- Ensure that all the customer collections are supported with receipt and other necessary documents.
- Booking all kinds of customer collections receipt entries in financial system and apply the same correctly against invoices on regular/weekly basis.
- Paying the approved payments to suppliers or COD after getting the approvals as special cases.
- Booking all the Petty Cash (PC) expenses and payments in financial system on regular basis.
- Preparing all required Cheque Payment Voucher (CPVs) and ensure attaching all the required documents and getting the required approvals for proceeding.
- Following up with couriers for COD relating to delivered shipments and escalating the unsettled items in time.
- Generating and posting all Duty & Taxes Invoices on regular/weekly basis in financial system and forwarding the invoice to Operations team on same business day.
- Ensuring collection against DDU shipments and applying the same correctly against Invoices raised on daily basis.
- Run required reports in system to generate COD invoice to be sent to customers on next day of customer COD cycle.
- Ensure that COD invoices are in-line with deliveries done and all the COD collected by courier/ third parties are deposited in SMSA Bank account.
- Prepare the deduction list for both domestic and international COD customer and forward to respective person for payment processing by next day of customer COD cycle.
- Ensure that all the COD Invoices & Receipts are posted in financial system by cycle basis.
- Reconcile the COD control, COD AR and COD AP GLs on cycle to cycle basis and flag and resolve the discrepancy/ mismatch
- Recover the customer outstanding amount from COD payables as and when required and safeguard the SMSA monies all the time.
- Share the COD adjustment and COD remittance details with customers by cycle basis.

- Checking necessary billing inputs on AWB/ SMSA system/ third party invoice before finalizing SMSA customer invoice and take appropriate action to update/ rectify the information to generating correct final invoice.
- Generate E-Com and e-fulfilment billing and share with customers within the timeline.
- Ensure that all the Revenue entries are posted in GL within the timelines set.
- Perform reconciliation with COD customer on monthly basis and get balance confirmation on COD payable to them on monthly basis to avoid future disputes.
- Prepare and send COD dashboard for Finance Manager within 3 days from cycle date.
- Resolving various billing and other disputes raised by customers with appropriate timeline.
- Create credit customer code for verified customer contract in SMSA systems and ensure that signed customer contracts are scanned and saved on share drive.
- Review COD collection report and SPANEL report and ensure that there is no discrepancy among them and escalate and resolve the issues, if any.
- Ensuring all the entries in financial system are accurately posted in correct GLs in correct period.
- Assist in monthly management reporting and ensure that deadlines are met.
- Administering the filing process and ensure that the file register is accurate and maintained as per SMSA requirement.
- Perform & Assist in Adhoc and special assignments as and when required.

#### General

- Coordination, timely follow up and communication with external and internal customer to resolve the issues.
- Ensure proper quality and productivity in collection and reporting process.
- Maintaining a high-level integrity and accuracy in billing and collection to mitigate any revenue loss to company.
- Ensure that overall department and SMSA Corporate goals are met.

#### EHS

- Understand and adhere to the company's environmental and safety policies.
- Regularly attend safety training and awareness sessions.
- Always use personal protective equipment (PPE) where required.
- Immediately report any environmental or safety concerns.
- Actively participate in emergency drills and respond as trained.
- Be aware and comply with all legal requirements related to environmental health and safety.
- Encourage colleagues to adopt safe and environmentally friendly practices.

## Competencies - Professional and Technical

### Behavioral Competencie

Adaptability	Level 3
Communication	Level 3
Initiative	Level 3
Teamwork	Level 3

### Technical Competencie

Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application,	Intermediate

### Competencies – EHS

Knowledge of basic environment health and safety requirements  
EHS corporate objectives awareness  
Awareness of EHS requirements in the QEHS management systems  
Have attended EHS awareness training (if applicable)  
Awareness of Environment Health Safety incident reporting

### Organizational Competencies

Beginner

*\*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)*

### Decision Making

The AR Executive should be able to take the proper discussion regarding Outstanding Collections, COD deduction/ adjustments, holding CODs and finalizing billings in the best interest of the company and department.

### Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year

### Qualification : Education and Experience

Date Of Release

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Updated by:	Date:	Approved by:	Date:
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**Employee Name:**

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.

Management reserves the right to amend the Job description at any time without prior notice.

Signature:	Date:
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