



# CAPP COURSE GUIDE

ACHIEVE THE GLOBAL STANDARD OF  
EXCELLENCE IN ACCOUNTS PAYABLE

# THE CERTIFIED ACCOUNTS PAYABLE PRACTITIONER (CAPP) PROGRAMME

Achieve the global symbol of excellence in Accounts Payable. The Certified Accounts Payable Practitioner (CAPP) designation sets the standard in the Accounts Payable profession and is a global symbol of excellence.

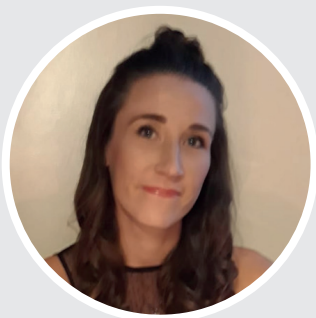
## 3 LEVELS OF CERTIFICATION

3 LEVELS	Certified Accounts Payable Specialist (CAPS)	Certified Accounts Payable Manager (CAPM)	Certified Accounts Payable Practitioner (CAPP)
HOW LONG WILL IT TAKE?	Average Completion in 4 Months	Average Completion in 5 Months	Average Completion in 9 Months
WHAT IS MY EARNING POTENTIAL?	US \$22,000 - \$40,000	US \$29,000 - \$54,000	US \$30,000 - \$67,000

**Accounts Payable - the beating heart of any businesses finance department.**

Often referred to as Purchase Ledger or Payables, the Accounts Payable team are responsible for ensuring the timely payment of invoices from suppliers. Usually the AP team will also manage relationships with critical suppliers, ensuring the supply chain of goods and services to the business continues to flow.

As new technology is reducing the manual processes and data entry tasks, the role of an Accounts Payable professional is becoming highly specialised and complex, requiring ambitious, highly skilled and qualified professionals. This modern outlook provides greater responsibility, enhanced career prospects and greater earning potential.



“ Emma Jayne - Accounts Payable Supervisor

I joined as a student member around 3 months ago and got straight into the Foundation course. The whole process was easy and I felt there was support whenever I needed it. I've worked in AP for over 5 years now and I'm finding the Foundation course very thorough, going into detail in a lot of areas I've only really touched on in my job. I can't wait to finish and see what the Manager course has to offer! ”

Certified Accounts Payable Practitioner (CAPP) comprises of both the CAPS Foundation and CAPM Management. See below and page 4 for the programme contents.

## **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 Reconciliation
- 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.

# ACAPP CERTIFIED ACCOUNTS PAYABLE MANAGER (CAPM)

## I. 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.





## WHERE OUR STUDENTS WORK



**NHS**

**Dräger**

**Canon**



**RUBIX**



**METRO**  
BANK



**sodexo**

**AVON**  
the company for women



**Iceland**



**Seadrill**

**Sysco**



**ebay**

**MGroup**Services


**MCKESSON**


**TP** Travis Perkins plc





“ Sarah Thompson - Process Improvement Consultant, Oxygen Finance  
I have previously worked in Accounts Payable and now work consulting with clients in procurement and AP around their processes and improvements, so I have good knowledge of P2P already.

Until the programme became available I felt I was missing something that brought together all of this knowledge in a qualification which shows a level of understanding in all these areas. ”

 **RECOGNITION & JOB SECURITY**  
Validate your competency and value to your employer.


 **REMUNERATION**  
Earn more than your non-certified colleagues.


 **MARKETABILITY**  
Prepare for greater responsibilities and promotion.


 **RELEVANCY**  
Stay current with continuing certification requirements.





**100%**  
**Online Study**  
At Your Own Pace

 **INSTANT ACCESS TO COURSE MATERIALS**  
Providing 50 – 100 hours of study material and (depending of level) learning resources including video, reading, audio and practical assessments and questions.

 **SUPPORT AND DISCUSSION FORUMS**  
You'll gain full access to a bi-monthly student forum over Zoom, where you can learn from other students or certified members around the world as we discuss a variety of course related topics.

 **ONLINE EXAM**  
No requirement to attend an examination centre. Your assessments and questions throughout the programme account for a certain percentage of your pass grade. The remaining percentage comes from the final online exam, taken at a time to suit you.

 **COMPLETION CERTIFICATE**  
After passing the online exam (80% to pass), you'll join the register of certified professional and receive your official certificate and designation instantly. A hard in a presentation pack will also be sent to you within 7 days.


 **PERSONAL DEVELOPMENT PLAN**  
Set out your development plan with a SWOT analysis and Short, Medium and Long-Term goals which will help you reach your career potential.

The Institute of Financial Operations & Leadership (IFOL) provides training, certification and support to a global community of Financial Operations including P2P,Accounts Payable, Accounts Receivable, Payroll and Shared Services.

IFOL is a leader in research and education within Financial Operations and has a portfolio that includes ACAPP and CP2P certification programs and soon to include qualifications for Order to Cash, Payroll and Shared Services. All of the courses offered can be funded utilising the apprenticeship levy scheme within England.

With headquarters in Florida, London and located regionally in Toronto, IFOL is the professional society committed to advancing the success of Financial Operations and Shared Services professional members and their organisations.

OVER  
  
**30,000**  
ACTIVE MEMBERS

AND  
  
**7000**  
STUDENTS

FROM OVER  
  
**22**  
COUNTRIES

EVERY YEAR WE OFFER  
  
**13**  
COURSES & QUALIFICATIONS

HELPING TO ACHIEVE  
  
**99.8%**  
FIRST TIME PASS RATE

IFOL is 100% operated for the benefit of its members and our leadership team have over 20 years of finance, learning and development experience. Each year, IFOL hosts the most respected Financial Operations education and networking conferences in both North America and the United Kingdom.

CORE  
VALUES

PASSION

INTEGRITY

COMMUNITY

TEAMWORK

VISION

OUR  
MISSION

**TO MAKE LEARNING AND DEVELOPMENT ACCESSIBLE TO  
ALL FINANCIAL OPERATIONS PROFESSIONALS**





**READY TO  
ENROL?**

**GET IN TOUCH TO DISCUSS ENROLLING IN THE CAPP PROGRAMME TODAY**

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 **acarp-edu.org**

Alternatively arrange a call with one of our dedicated Account Managers by clicking [here](#)