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Accounts Handling and Receivable Management in Selected Media Services in Metro Manila: Inputs to an Action Plan

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ABSTRACT

The study examined the relationship between accounts receivable management and accounts handling among selected media service companies in Metro Manila. Effective financial management is essential in sustaining organizational operations, maintaining liquidity, and ensuring long-term profitability, particularly in service-oriented industries where transactions are frequently conducted on credit. Guided by Internal Control Theory and Cash Conversion Cycle Theory, the study assessed accounts handling across billing and invoicing accuracy, recordkeeping and documentation, account reconciliation, internal control, client account monitoring, and reporting and audit compliance. Likewise, receivable management was evaluated in terms of credit policy, collection, aging analysis and follow-up, cash flow monitoring, customer relationship, and bad debt management. Using a quantitative correlational research design, data were gathered from 210 respondents, comprising management personnel, staff, and clients from selected media service companies in Metro Manila. Findings revealed that accounts handling and receivable management obtained overall weighted means of 4.68 and 4.70, respectively, both interpreted as Highly Evident. Statistical analysis further showed significant positive relationships between all dimensions of accounts handling and receivable management ($p < .0001$). Challenges were encountered in documentation, coordination, monitoring, and collection activities. Based on the findings, a Strategic Financial Control and Receivable Optimization Action Plan was developed and rated Highly Acceptable (WM = 4.51). The study concludes that strengthening financial controls, documentation systems, monitoring mechanisms, and digital financial technologies significantly contributes to efficient receivable management and organizational sustainability.

Keywords: Accounts Handling, Receivable Management, Internal Control, Cash Flow Monitoring, Credit Policy, Media Services, Financial Management

INTRODUCTION

Financial management remains one of the most critical determinants of organizational sustainability and competitive advantage. In highly competitive industries such as media services, organizations are expected to maintain efficient systems that support financial accountability, operational continuity, and profitability. Among the key financial functions that directly influence organizational performance are accounts handling and receivable management. These functions ensure that transactions are properly recorded, monitored, collected, and reported, thereby supporting cash flow stability and financial decision-making.

Media service companies operate in a dynamic environment characterized by multiple client transactions, advertising agreements, contractual obligations, and installment payment arrangements. The nature of these transactions exposes organizations to risks associated with delayed collections, billing inaccuracies, inadequate monitoring, and weak internal controls. Consequently, organizations must establish reliable systems that facilitate accurate billing, effective monitoring of client accounts, efficient collection procedures, and proper financial reporting.

Accounts handling encompasses a wide range of financial management activities, including billing and invoicing accuracy, recordkeeping and documentation, account reconciliation, internal control, client account monitoring, and reporting and audit compliance. These activities collectively ensure the accuracy, integrity, and transparency of financial transactions. Proper implementation of these practices supports operational efficiency and strengthens stakeholder confidence in the organization's financial processes.

Receivable management, on the other hand, focuses on the administration of outstanding customer accounts and the timely recovery of receivables. Effective receivable management enables organizations to maintain adequate liquidity, reduce credit risk, minimize bad debts, and sustain operational activities. Key dimensions of receivable management include credit policy, collection procedures, aging analysis and follow-up, cash flow monitoring, customer relationship management, and bad debt management.

Despite advances in accounting systems and digital technologies, many organizations continue to experience delays in collections, weak monitoring systems, inconsistent documentation, and ineffective departmental coordination. Such challenges may negatively affect cash flow, profitability, and overall organizational performance. Hence, there is a need to examine how accounts handling practices contribute to receivable management effectiveness among media service companies.

The present study sought to determine the relationship between accounts handling and receivable management among selected media service companies in Metro Manila and to formulate an action plan that would strengthen financial management practices and organizational performance.

LITERATURE-BASED RESEARCH FRAMEWORK

The study was anchored on Internal Control Theory developed by the Committee of Sponsoring Organizations of the Treadway Commission (COSO, 1992) and the Cash Conversion Cycle Theory proposed by Richards and Laughlin (1980).

Internal Control Theory emphasizes the importance of establishing policies, procedures, monitoring systems, and control mechanisms that ensure the reliability, accuracy, and integrity of financial information. According to COSO, effective internal controls provide reasonable assurance regarding operational effectiveness, reliable reporting, and compliance with laws and regulations. The theory supports the dimensions of billing accuracy, documentation, reconciliation, monitoring, and reporting compliance examined in this study.

Cash Conversion Cycle Theory explains how organizations manage working capital by minimizing the time required to convert investments and receivables into cash inflows. The theory highlights the significance of credit policy, collection efficiency, monitoring of overdue accounts, and cash flow management in maintaining organizational liquidity and financial sustainability.

The integration of these theories provides a comprehensive framework for understanding how effective accounts handling practices influence receivable management outcomes. Strong internal controls enhance the accuracy and reliability of financial transactions, while efficient receivable management shortens collection periods, improves liquidity, and strengthens financial performance.

METHODOLOGY

Research Design

This study employed a quantitative correlational research design to determine the relationship between accounts receivable management and accounts receivable handling among selected media service companies in Metro Manila. Correlational research is appropriate when the objective is to examine the degree and direction of association between variables without manipulating them. The design enabled the researcher to determine whether effective accounts handling practices were associated with efficient receivable management practices within the participating organizations.

Research Locale and Participants

The study was conducted among selected media service companies operating in Metro Manila, particularly in Makati City. These organizations included Bespoke Lab Philippines Inc., Iyuno, 2M Language Services, 20Plus

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Studio Inc., Alta Productions, Creative Productions, Digitrax Sounds Production, and Hit Productions Inc. The respondents consisted of management personnel, staff, and clients who were directly involved in or affected by accounts receivable management activities. A total of 210 respondents participated in the study, comprising 30 management personnel, 150 staff members, and 30 clients. The majority of respondents were staff members (71.4%), while management and client groups each represented 14.3% of the sample. Respondents were predominantly within the 36–40 age bracket and represented both male and female participants.

Sampling Technique

The study utilized purposive-random sampling. Initially, respondents were purposively selected for their direct involvement in financial operations, billing, collections, customer account monitoring, and receivable management. Subsequently, random selection was employed among qualified participants to reduce selection bias and improve representativeness. The resulting sample size of 210 respondents was considered adequate to provide reliable information regarding organizational financial practices.

Research Instrument

A structured survey questionnaire served as the primary data-gathering instrument. The instrument consisted of five major parts: respondent profile, assessment of accounts handling, assessment of receivable management, challenges encountered, and acceptability of the proposed action plan. The accounts handling section measured billing and invoicing accuracy, recordkeeping and documentation, account reconciliation, internal control, client account monitoring, and reporting and audit compliance. The receivable management section assessed credit policy, collection management, aging analysis and follow-up, cash flow monitoring, customer relationship, and bad debt management. Responses were measured using a five-point Likert scale.

Data Gathering Procedure

Permission was obtained from participating organizations prior to data collection. Questionnaires were distributed to qualified respondents, and completed instruments were retrieved for analysis. Confidentiality and voluntary participation were maintained throughout the study.

Statistical Treatment

Descriptive and inferential statistical tools were employed. A weighted mean was used to determine the extent of implementation of accounts receivable management practices. Analysis of Variance (ANOVA) was used to determine significant differences among respondent groups. The Pearson Product-Moment Correlation Coefficient was used to determine the relationship among accounts receivable management variables. Statistical significance was tested at the 0.05 level.

RESULTS AND DISCUSSION

Profile of the Respondents

The study involved 210 respondents composed of 30 management personnel (14.3%), 150 staff members (71.4%), and 30 clients (14.3%). The composition of respondents indicates that the study primarily reflects the perspectives of individuals directly involved in the day-to-day implementation of accounts handling and receivable management activities. The inclusion of management personnel and clients further provided strategic and external viewpoints regarding organizational financial practices. The respondent profile enhances the reliability of the findings because the participants have relevant experience and direct involvement in financial processes.

Most respondents belonged to the 36–40 years old age group, representing 49.5% of the total sample. This demographic distribution suggests that the respondents were generally mature professionals with considerable industry experience. Their practical exposure to financial transactions, collection activities, and client account monitoring enabled them to provide informed assessments regarding the effectiveness of accounts handling and receivable management practices. Furthermore, the representation of both male and female respondents ensured diversity in perspectives and minimized demographic bias in the assessment of organizational practices.

Assessment of Accounts Handling

The overall assessment of accounts handling yielded a weighted mean of 4.68, interpreted as Highly Evident. This result demonstrates that the selected media service companies consistently implement effective financial management procedures across all dimensions assessed. The findings suggest that the organizations maintain strong financial controls, accurate documentation systems, and reliable monitoring mechanisms that support efficient business operations and financial accountability.

Among the dimensions of accounts handling, billing, and invoicing accuracy emerged as one of the most highly observed practices. The finding implies that invoices are generally prepared accurately, payment terms are clearly communicated, and financial transactions are properly recorded. Accurate billing systems reduce disputes, facilitate timely payments, and strengthen client trust. The result supports Medius's (2025) findings, which emphasize that invoice accuracy is a critical determinant of financial efficiency and organizational performance.

Recordkeeping and documentation likewise received a highly favorable assessment. The result indicates that financial records, invoices, contracts, receipts, and supporting documents are properly maintained and organized. Effective documentation practices contribute to transparency, facilitate auditing, and enhance organizational accountability. Chukwuka et al. (2026) similarly found that systematic documentation strengthens internal controls and supports informed decision-making.

Account reconciliation was also assessed as Highly Evident, indicating that organizations regularly compare accounting records with financial transactions to ensure consistency and accuracy. The finding demonstrates the organization's commitment to maintaining reliable financial information and minimizing discrepancies. Villanueva (2025) similarly concluded that reconciliation processes are essential in improving financial transparency and reducing reporting errors.

Internal control practices obtained favorable ratings, indicating that organizations have established policies and procedures designed to safeguard assets, prevent fraud, and ensure compliance with financial standards. The finding strongly supports the Internal Control Theory of COSO (1992), which emphasizes that effective control environments contribute to operational efficiency and reliable financial reporting.

Client account monitoring, reporting, and audit compliance also received highly evident assessments. These findings indicate that organizations regularly monitor customer accounts, review outstanding balances, and comply with financial reporting requirements. Such practices contribute to improved collection efficiency, better customer relationships, and stronger organizational governance.

Significant Difference in the Assessment of Accounts Handling

The statistical analysis revealed significant differences among assessments by management personnel, staff, and clients regarding selected dimensions of account handling. Although all groups generally rated the practices favorably, differences emerged in their perception of billing accuracy, documentation quality, reconciliation procedures, and reporting systems. These differences may be attributed to the varying levels of interaction with organizational financial processes.

Management personnel tend to evaluate financial systems from a strategic and policy perspective, while staff members focus on operational implementation. Clients, on the other hand, evaluate financial processes based on their experiences with billing, collections, and account servicing. Consequently, each group develops distinct perceptions regarding the effectiveness of financial management practices. The findings suggest the need for enhanced communication and coordination among stakeholders to promote a shared understanding of organizational procedures.

Assessment of Receivable Management

Receivable management obtained an overall weighted mean of 4.70, interpreted as Highly Evident. The result indicates that the selected media service companies effectively implement practices that support collection efficiency, cash flow management, and financial sustainability. The findings further suggest that the organizations have established systematic procedures for evaluating clients, monitoring outstanding accounts, and recovering receivables.

Credit policy emerged as the highest-rated dimension of receivable management. This finding demonstrates that organizations place strong emphasis on client evaluation, risk assessment, and credit approval procedures. Effective credit policies minimize exposure to bad debts and support informed decision-making regarding credit extensions. The result is consistent with Van Deventer (2023), who emphasized that structured credit policies contribute significantly to organizational liquidity and profitability.

Cash flow monitoring ranked second among the assessed dimensions. This result indicates that organizations regularly review cash inflows, monitor receivable collections, and use financial information for planning. Effective monitoring of cash flow enables organizations to maintain adequate liquidity and respond proactively to financial challenges. Similar findings were reported by the Department of Trade and Industry (2023), Maya Philippines (2023), and Panax (2024).

Collection management also received a highly favorable assessment. Respondents indicated that organizations implement systematic collection schedules, maintain collection records, and conduct follow-up activities to recover outstanding accounts. These findings support the conclusions of Kariuki and Jagongo (2021), who found that structured collection systems improve profitability and strengthen working capital management.

Aging analysis and follow-up, customer relationship management, and bad debt management were likewise assessed as Highly Evident. These findings demonstrate that organizations actively monitor overdue accounts, maintain communication with clients, and implement strategies to minimize uncollectible receivables. Collectively, these practices contribute to improved financial stability and sustainable business operations.

Significant Relationship Between Accounts Handling and Receivable Management

One of the most important findings of the study was the existence of significant positive relationships between accounts receivable management. Statistical analysis revealed that all dimensions of account handling were significantly correlated with all dimensions of receivable management (p-values $< .0001$). The results indicate that improvements in accounts handling contribute directly to enhanced receivable management performance.

Billing and invoicing accuracy demonstrated significant relationships with all dimensions of receivable management. The strongest relationship was observed between billing accuracy and aging analysis and follow-up ($r = 0.756$). This finding suggests that accurate invoices facilitate effective monitoring of overdue accounts and improve follow-up activities. The result implies that organizations with reliable billing systems are better positioned to identify delinquent accounts and implement timely collection strategies.

Billing and invoicing accuracy also showed strong correlations with customer relationship management ($r = 0.715$), bad-debt management ($r = 0.688$), collection management ($r = 0.684$), cash flow monitoring ($r = 0.661$), and credit policy ($r = 0.619$). These findings collectively indicate that accurate billing supports multiple aspects of receivable management and contributes to overall financial effectiveness.

Similarly, client account monitoring displayed significant positive relationships with all dimensions of receivable management. The strongest association was observed between client account monitoring and bad debt management ($r = 0.831$), followed by cash flow monitoring ($r = 0.824$). These findings indicate that organizations that consistently monitor customer accounts are better able to identify collection risks, manage doubtful accounts, and maintain stable cash flows.

Reporting and audit compliance also demonstrated strong correlations with receivable management variables. Bad debt management exhibited the highest correlation ($r = 0.888$), followed by cash flow monitoring ($r = 0.873$)

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and customer relationship management (r = 0.859). These findings suggest that effective reporting systems and compliance mechanisms strengthen financial transparency and support efficient receivable management practices.

Overall, the results strongly support Internal Control Theory and Cash Conversion Cycle Theory. Effective financial controls improve the reliability of financial information, while efficient receivable management accelerates cash conversion and strengthens liquidity. Together, these factors contribute to improved organizational performance and sustainability.

Challenges Encountered

Although accounts handling and receivable management were assessed positively, respondents reported several operational challenges. Account handling challenges obtained an overall weighted mean of 3.44, interpreted as Encountered. The highest-rated challenge involved incomplete or missing supporting documents, which delayed transactions and affected operational efficiency. Difficulties in reconciling accounts and delays in preparing financial reports were also frequently encountered. Poor coordination among departments emerged as another major concern.

The findings suggest that organizations should prioritize documentation management, strengthen reconciliation procedures, and improve interdepartmental communication. Addressing these issues can reduce processing delays and improve financial accuracy.

Receivable management challenges had an overall weighted mean of 3.32, indicating Moderately Encountered. Respondents identified difficulties with monitoring overdue accounts, conducting collection follow-ups, implementing policies, and maintaining collection efficiency. These findings indicate that while receivable management systems are generally effective, continuous improvement remains necessary to address operational constraints and changing business requirements.

Acceptability of the Proposed Action Plan

The Strategic Financial Control and Receivable Optimization Action Plan achieved an overall weighted mean of 4.51, indicating Highly Acceptable. Respondents strongly agreed that the proposed interventions address actual organizational concerns and would improve billing accuracy, collection efficiency, cash flow management, and overall financial performance. The favorable assessment demonstrates stakeholder confidence in the proposed recommendations and suggests a high probability of successful implementation.

The high acceptability rating further indicates that the proposed interventions are aligned with organizational needs and operational realities. By addressing identified weaknesses and strengthening existing practices, the action plan provides a practical roadmap for improving financial management effectiveness and ensuring long-term organizational sustainability.

Accounts Handling Practices

The overall assessment of accounts handling yielded a weighted mean of 4.68, verbally interpreted as Highly Evident. The findings indicate that the selected media service companies consistently implement sound financial management practices related to billing, documentation, monitoring, reconciliation, and compliance. The results suggest that the organizations have established systems that support accurate financial reporting and effective account administration.

Table 1Summary Assessment of Accounts Handling

Dimension	Interpretation
Billing and Invoicing Accuracy	Highly Evident
Recordkeeping and Documentation	Highly Evident
Account Reconciliation	Highly Evident
Internal Control	Highly Evident

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Client Account Monitoring	Highly Evident
Reporting and Audit Compliance	Highly Evident
Overall Mean = 4.68	Highly Evident

The findings support Internal Control Theory, which emphasizes that organizations with strong control environments are better able to maintain reliable financial records and reduce operational risks. Effective billing and invoicing systems contribute to timely collections, while proper documentation and reconciliation processes improve accountability and transparency.

Differences in Respondents' Assessments of Accounts Handling

Analysis of variance revealed significant differences among management, staff, and client assessments in several dimensions of accounts handling. While all respondent groups generally rated the practices favorably, variations existed regarding perceptions of billing accuracy, documentation quality, reconciliation effectiveness, and reporting procedures. These differences may be attributed to varying levels of exposure to organizational financial processes.

Receivable Management Practices

Receivable management obtained an overall weighted mean of 4.70, interpreted as Highly Evident. The findings indicate that the participating media service companies effectively implement credit management, collection procedures, cash flow monitoring, and customer relationship activities. Credit policy emerged as the highest-rated dimension, underscoring the importance of client evaluation and risk assessment. Cash flow monitoring ranked second, indicating strong emphasis on liquidity management. Bad debt management, while receiving the lowest rank, was still assessed as Highly Evident.

Table 2 Summary Assessment of Receivable Management

Dimension	Interpretation
Credit Policy	Highly Evident
Collection Management	Highly Evident
Aging Analysis and Follow-Up	Highly Evident
Cash Flow Monitoring	Highly Evident
Customer Relationship	Highly Evident
Bad Debt Management	Highly Evident
Overall Mean = 4.70	Highly Evident

The findings are consistent with the Cash Conversion Cycle Theory, which emphasizes the importance of efficient receivable management for maintaining liquidity and shortening the collection cycle. Strong credit evaluation and monitoring systems enable organizations to minimize financial risk and sustain operational activities.

Relationship Between Accounts Handling and Receivable Management

The study found significant positive relationships between all dimensions of accounts handling and receivable management. Billing and invoicing accuracy demonstrated high correlations with all receivable management dimensions, particularly aging analysis and follow-up ($r = 0.756$, $p < .0001$). Likewise, client account monitoring and reporting and audit compliance exhibited strong associations with collection efficiency, cash flow monitoring, customer relationship management, and bad debt management. All p-values were less than .0001, leading to the rejection of the null hypothesis.

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Table 3 Summary of Significant Relationships Between Accounts Handling and Receivable Management

Accounts Handling Variable	Relationship with Receivable Management
Billing and Invoicing Accuracy	Significant
Recordkeeping and Documentation	Significant
Account Reconciliation	Significant
Internal Control	Significant
Client Account Monitoring	Significant
Reporting and Audit Compliance	Significant

These findings indicate that improvements in accounts handling directly contribute to enhanced receivable management performance. Accurate billing, proper documentation, robust monitoring systems, and effective reporting mechanisms improve collection efficiency, strengthen customer relationships, and reduce bad-debt exposure.

Challenges Encountered

Respondents identified several challenges related to account handling and receivable management. Account handling challenges obtained an overall weighted mean of 3.44, interpreted as Encountered. The highest-rated challenge involved incomplete or missing supporting documents that delayed transactions.

Difficulties in account reconciliation and delays in financial reporting were also frequently encountered. Poor interdepartmental coordination emerged as another significant concern.

Receivable management challenges had an overall weighted mean of 3.32, indicating Moderately Encountered. Respondents reported difficulties with monitoring overdue accounts, conducting collection follow-up, implementing policies, and maintaining collection efficiency.

Table 4 Summary of Challenges Encountered

Area	Overall Mean	Interpretation
Accounts Handling	3.44	Encountered
Receivable Management	3.32	Moderately Encountered

The findings indicate that despite strong implementation of financial management practices, operational issues remain. Organizations must therefore strengthen documentation procedures, improve coordination mechanisms, and enhance monitoring systems to sustain financial effectiveness.

Acceptability of the Proposed Action Plan

The proposed Strategic Financial Control and Receivable Optimization Action Plan received an overall weighted mean of 4.51, indicating Highly Acceptable.

Respondents strongly agreed that the proposed interventions addressed organizational needs and would improve billing accuracy, collection efficiency, and financial performance. Although feasibility considerations received comparatively lower ratings, respondents still viewed the action plan favorably.

Table 5 Acceptability of the Proposed Action Plan

Indicator	Interpretation
Relevance to Organizational Needs	Highly Acceptable
Improvement of Financial Performance	Highly Acceptable
Enhancement of Collection Efficiency	Highly Acceptable
Practicality of Recommendations	Highly Acceptable
Feasibility of Implementation	Acceptable
Overall Mean = 4.51	Highly Acceptable

The high acceptability rating suggests strong stakeholder support and increases the likelihood of successful implementation and sustainability of the proposed interventions.

CONCLUSIONS

Based on the findings of the study, the following conclusions were drawn:

First, the selected media service companies in Metro Manila demonstrate a high level of effectiveness in implementing accounts handling practices. The dimensions of billing and invoicing accuracy, recordkeeping and documentation, account reconciliation, internal control, client account monitoring, and reporting and audit compliance were all assessed as Highly Evident. These findings indicate that the organizations have established structured financial processes that support accuracy, accountability, and operational efficiency.

Second, although the overall assessment of accounts handling was highly favorable, statistically significant differences were observed among management personnel, staff, and clients in selected dimensions. These variations suggest that stakeholders perceive financial processes differently depending on their level of involvement and interaction with organizational systems. Consequently, organizations should continuously strengthen communication, transparency, and coordination among stakeholders.

Third, receivable management practices in the selected media service companies were likewise assessed as Highly Evident. The organizations effectively implement credit policies, collection procedures, aging analysis, and follow-up systems, cash flow monitoring, customer relationship strategies, and bad-debt management mechanisms. These practices contribute significantly to organizational liquidity and financial sustainability.

Fourth, the study established a significant positive relationship between accounts receivable management. All dimensions of accounts handling exhibited statistically significant correlations with the dimensions of receivable management. This finding confirms that improvements in billing accuracy, documentation systems, reconciliation procedures, monitoring activities, and compliance mechanisms positively influence collection efficiency, customer relationship management, cash flow monitoring, and bad debt management.

Fifth, despite the favorable assessments, respondents identified operational challenges related to documentation deficiencies, delayed transactions, interdepartmental coordination, monitoring of overdue accounts, collection procedures, and policy implementation. These challenges indicate opportunities for organizational improvement and process optimization.

Sixth, the Strategic Financial Control and Receivable Optimization Action Plan, developed from the study's findings, provides a practical framework for strengthening financial management systems. The proposed interventions directly address identified concerns and support continuous organizational improvement.

Finally, the proposed action plan was assessed as Highly Acceptable by management personnel, staff, and clients. The favorable evaluation demonstrates stakeholder confidence in the effectiveness, relevance, and applicability of the proposed recommendations. The strong acceptance further suggests a high probability of successful implementation and sustainability.

RECOMMENDATIONS

Based on the findings and conclusions of the study, the following recommendations are offered:

1. Media service companies should continuously strengthen accounts handling systems through the adoption of automated financial management technologies, standardized procedures, and regular staff capability-building programs to sustain accuracy and efficiency in financial transactions.
2. Organizations should establish stronger communication and coordination mechanisms among departments to minimize discrepancies in documentation, reconciliation, and reporting activities. Regular interdepartmental meetings and process alignment initiatives should be institutionalized.
3. Management should further enhance receivable management practices by strengthening credit evaluation procedures, implementing stricter collection monitoring systems, and utilizing real-time dashboards for monitoring client accounts and cash flow performance.
4. Integrated financial management systems should be adopted to connect billing, monitoring, reconciliation, reporting, and collection functions. Such integration will improve operational efficiency, reduce processing errors, and support informed managerial decision-making.
5. Organizations should address documentation-related challenges by implementing digital document management systems, maintaining centralized financial databases, and establishing strict documentation protocols.
6. Collection management procedures should be enhanced through systematic follow-up schedules, automated payment reminders, aging analysis reviews, and strengthened customer engagement strategies to improve collection efficiency and reduce overdue accounts.
7. Regular training programs on accounting systems, internal controls, financial reporting, and receivable management should be conducted to improve employee competence and support continuous organizational development.
8. The proposed Strategic Financial Control and Receivable Optimization Action Plan should be implemented, monitored, and periodically evaluated to ensure its effectiveness in addressing organizational concerns and improving financial performance.
9. Future researchers may replicate the study in other industries such as telecommunications, banking, manufacturing, logistics, healthcare, and educational institutions to validate the findings and expand the body of knowledge on accounts handling and receivable management.

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