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COURSE BROCHURE

# Accounting Operations Service Levels and Exceptions Training Course

17 – 21 October 2027
Kuala Lumpur

# Accounting Operations Service Levels and Exceptions Training Course

**Ref:** 2181_80467 **Date:** 17 – 21 October 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Accounting Operations Service Levels and Exceptions is a 1-week training course for accounting clerks, team supervisors and shared service staff who run daily transaction processing; it builds an Operations Service Level and Exception Playbook for their own unit. Finance functions now judge back-office teams by turnaround, first-time accuracy and how quickly broken items are cleared, not only by balanced ledgers. Jupiter Prime Training offers this course on accounting operations service levels and exceptions.

## Why Accounting Operations Service Levels and Exceptions Matter Now

Three forces shape accounting operations today: workflow automation that posts routine items untouched, internal customers expecting payments settled within agreed hours, and auditors who sample the trail behind every manual journal. A unit that handles exceptions well keeps suspense accounts small, pays suppliers on time and closes sub-ledgers without overtime. Poor handling builds hidden backlogs and duplicate payments. The course rests on the internal control model of preventive and detective checks for control design and on the Service Level Agreement SLA model for measuring turnaround and quality.

## Who Gains Most from Accounting Operations Service Levels and Exceptions

- Staff who key, match and post supplier invoices, receipts and expense claims each day
- Team supervisors who allocate work queues and sign off daily posting batches
- Shared service staff who answer internal customers about payment and posting status
- Reconciliation preparers who clear unmatched bank, intercompany and suspense items
- Process owners who keep desk procedures and control checklists current

A shared service centre gains most when several members of one processing tower attend together.

## Accounting Operations Service Levels and Exceptions Capabilities

Participants learn to measure a processing desk and fix causes, not symptoms.

- Design turnaround and accuracy targets for each transaction stream — internal customers and the finance manager
- Build an exception queue with ageing bands and owners — supervisors allocating daily work
- Apply sub-ledger to general ledger tie-outs and suspense clearing routines — the reporting accountant
- Test manual journal controls for evidence, approval and segregation — internal and external auditors
- Calculate first-time-right rates and rework hours — decisions on staffing and automation
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Specify desk procedures and handover notes that a new clerk can follow — continuity and training

## Key Accounting Operations Service Levels and Exceptions Terms

- Service Level Agreement SLA — a written target for how fast and accurately a desk completes a stated transaction type.
- Exception queue — transactions that failed automatic matching or validation and need a person to resolve them.
- First-time-right rate — the share of transactions processed without correction, return or rework after the first posting.
- Suspense account — a temporary account holding amounts whose correct destination is not yet known.
- Sub-ledger tie-out — the check that a detailed ledger agrees with its control account balance.
- Root cause tag — a short code recorded against each exception showing why it broke.

## Accounting Operations Service Levels and Exceptions Day by Day

### Day 1: The Processing Desk and Its Customers

- Transaction Stream Mapping — Which Volumes Drive Daily Workload
- Internal Customer Expectations Survey — Where Turnaround Complaints Originate
- Preventive and Detective Control Map — How Desk Checks Support Reliable Ledgers
- Roles and Hand-Offs Chart — Who Owns Each Step and Approval
- Daily Posting Calendar — Sequencing Batches Against Cut-Off Times

### Day 2: Setting Service Levels and Measures

- SLA Drafting for Payables, Receipts and Expenses — Agreeing Realistic Targets
- Turnaround Time Measurement — Choosing Start and Stop Points
- First-Time-Right and Rework Metrics — Spotting Quality Gaps Early
- Operations Dashboard Layout — What Supervisors Review Each Morning
- Service Review Meeting Agenda — Escalating Missed Targets Constructively

### Day 3: Exception Queues and Clearing Routines

- Exception Categorisation and Root Cause Tags — Grouping Breaks by Cause
- Ageing Bands and Ownership Rules — Preventing Hidden Backlogs
- Duplicate Payment and Unmatched Receipt Checks — Protecting Cash Accuracy
- Suspense Account Clearing Routine — Resolving Unknown Items Before Period End
- Bank and Intercompany Matching Breaks — Deciding Write-Off or Investigation

### Day 4: Journal Controls and Process Documentation

- Manual Journal Evidence Standards — Supporting Every Adjustment for Audit
- Segregation of Duties Matrix — Separating Preparer, Approver and Poster
- Sub-Ledger to Control Account Tie-Out — Confirming Balances Before Reporting
- Desk Procedure Writing Method — Making Steps Followable by New Staff
- Process Change Log — Recording Updates When Systems or Rules Shift

## Day 5: Practising the Operations Service Level and Exception Playbook

- Case Practice From Retail and Healthcare Back Offices — Applying SLA Drafting
- Exception Queue Simulation — Applying Ageing Bands and Root Cause Tags
- Journal Control Walk-Through — Applying Evidence and Segregation Checks
- Automation Candidate Scoring — Choosing Which Repeating Breaks to Remove
- Playbook Assembly and Peer Challenge — Completing the Unit's Operating Guide

## Applying Accounting Operations Service Levels and Exceptions After the Course

- Run two weeks of root cause tagging on the exception queue and present the three most frequent breaks with fixes.
- Agree draft turnaround and accuracy targets for one transaction stream with its internal customers and publish a weekly measure.

## Accounting Operations Service Levels and Exceptions Questions FAQ

### What are accounting operations service levels and exceptions, and why do they matter now?

They are the targets a processing desk works to and the items that fail to process cleanly. They matter now because automation handles routine postings, so performance depends on clearing what breaks.

### Which roles gain most from accounting operations service levels and exceptions training?

Clerks, supervisors and shared service staff who process, match and post transactions daily gain most. Reconciliation preparers and process owners also benefit.

### How does accounting operations service levels and exceptions training differ from a month-end close course?

It focuses on daily processing rather than period-end reporting. It targets the queues, controls and measures that decide whether the close arrives clean.

### What do you bring back from accounting operations service levels and exceptions training?

You bring back a playbook for your own unit. It holds service targets, an exception queue design, journal control checks and desk procedures.

## Accounting Operations Service Levels and Exceptions: The Way Forward

The Operations Service Level and Exception Playbook first informs which transaction stream gets agreed targets and which repeating break is removed. Supervisors use it to allocate queues, clerks follow its procedures, and finance managers read its measures. After the first month of use, the root cause tags are worth revisiting, because the faults that remain show where automation or upstream training will pay back.