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The Impact of Sales Accounting Information Systems on Receivables Management Effectiveness: A Case Study of PT Sinta Sejahtera Lestari

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Abstract

This study investigates the impact of the Sales Accounting Information System (SAIS) on accounts receivable control effectiveness at PT Sinta Sejahtera Lestari. Employing a descriptive quantitative approach, the research aims to ascertain the influence of the SAIS on controlling accounts receivable within the organization. The population comprises all employees of PT Sinta Sejahtera Lestari, with a sample size of 36 individuals selected for data collection through a questionnaire. The findings reveal a significant and positive relationship between the SAIS and accounts receivable control effectiveness at PT Sinta Sejahtera Lestari. These results underscore the importance of the SAIS in optimizing financial control processes within the organization. By enhancing the understanding of how the SAIS impacts receivables management practices, this study contributes to advancing knowledge in this domain.

Keywords: Accounting Information System, Sales, Accounts Receivable Control Effectiveness, PT Sinta Sejahtera Lestari.

Introduction

Every firm strives for seamless sales operations that yield optimal profits, helped by robust systems that create essential information for decision-making, so ensuring the long-term viability of the organisation (Ha et al., 2017; Kim et al., 2010; Reider & Heyler, 2003). An efficient and precise sales accounting information system (SAIS) is crucial for optimising sales transactions and facilitating effective management of receivables. Enhancing the efficacy of receivables management entails implementing proactive strategies to mitigate losses and ensure the company's security (Us et al., 2020). The varying proportion of uncollectible receivables at PT Sinta Sejahtera Lestari highlights the need to tackle this matter in order to maintain operational efficiency and accomplish organisational objectives (Bushman et al., 2004; Firdaus, 2019).

PT Sinta Sejahtera Lestari disclosed in December 2017 that they had uncollectible receivables amounting to Rp 203,820,984, which represented 8.129% of their total receivables. In December 2018, the amount of receivables that could not be collected rose to Rp 216,187,701, which accounted for 9.897% of the total receivables (Wijantini, 2020). Nevertheless, as of December 2019, there was a decline in uncollectible receivables to Rp 236,231,862, which accounted for 8.273% of the total receivables. The variability in unpaid debts requires intervention to ensure smooth operations and accomplish company goals, underscoring the importance of improving the sales accounting information system to effectively handle outstanding payments (Saluy, 2018; Zulhendra & Novica, 2021).

The primary focus of this study is to determine the impact of the sales accounting information system on the effectiveness of receivables management at PT Sinta Sejahtera Lestari. The research is to examine the influence of the sales accounting information system on the effectiveness of controlling receivables inside the organisation. The study aims to examine the correlation between the SAIS and receivables management techniques, with the goal of understanding how enhancements in the SAIS can improve the company's financial stability and

operational efficiency (Adenike & Adewoye, 2018; Firdaus, 2019; Panda et al., 2020; Saluy, 2018).

Literature Review

The Sales Accounting Information System (SAIS) is a comprehensive framework that efficiently organises all planned procedures and methods for creating, analysing, disseminating, and acquiring information to facilitate decision-making in sales (Firdaus, 2019; Panda et al., 2020; Saluy, 2018).

The SAIS is well recognised as a reliable instrument that offers precise information and data. It provides essential insights that are vital for management decision-making on sales efforts, as evidenced by the sales reports it generates. The main purpose of this system is to precisely document sales orders, assess the creditworthiness of clients to minimise unpaid debts, and guarantee prompt delivery of items in accordance with the set orders (Firdaus, 2019; Ha et al., 2017; Reider & Heyler, 2003).

Efficient management of receivables can be understood in different ways. Effectiveness as the extent to which activities are carried out, assessing how effectively personnel achieve desired results in terms of planning, time, cost, and quality. Within the realm of receivables management, effectiveness refers to the execution of a set of procedures employed by management to oversee activities within a corporation (Buljubašić & Ilgùn, 2015; Ha et al., 2017; Saluy, 2018).

It involves the implementation of strategies to effectively manage accounts receivable, with the goal of minimising risks, minimising losses resulting from unpaid debts, and maximising cash flow. Efficient management of receivables entails careful oversight of credit sales, prompt issuance of invoices, persistent pursuit of unpaid amounts, and the adoption of robust credit rules to minimise credit hazards and improve financial resilience. Hence, attaining efficient receivables control necessitates the smooth amalgamation of processes, procedures, and systems to enhance the administration of accounts receivable and safeguard the financial well-being of the organisation (Al-Okaily et al., 2020; Singh et al., 2021; Sverdan & Korzachenko, 2013).

Research Method

This research employs a descriptive quantitative methodology, focusing on testing theories or hypotheses by measuring research variables in numerical form and analyzing data using static procedures and system modeling. Operational definitions and variable measurements, operational variables as those given specific meanings or activities required to measure a construct or variable. This study incorporates two types of variables: independent and dependent variables (Rom & Rohde, 2007; Sverdan & Korzachenko, 2013). The independent variable, denoted as "Sales Accounting Information System," remains uninfluenced by other variables, while the dependent variable, labeled as "Effectiveness of Accounts Receivable Control," is influenced by the independent variable. Each variable is measured using a Likert scale to gauge respondent perceptions (Abernethy & Brownell, 1997; Singh et al., 2021).

Table 1
Population at PT Sinta Sejahtera Lestari

No	Section Name	Number of populations
1	Accounting Section for Verification Affairs	10
2	Sub Sales Section	16
3	Billing Section	10

Amount	36
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The research population consists of all employees of PT Sinta Sejahtera Lestari, with the sample comprising the same, totaling 36 individuals across various sections such as Accounting, Sub Sales, and Billing. Data collection involves field research techniques, including direct observations and questionnaire distribution tailored to the company's conditions. Data analysis employs quantitative statistical methods, particularly descriptive statistics (Liong, 2020; Mustopa et al., 2019).

Validity testing is conducted by statistically calculating correlations between individual questions and total scores using the Pearson correlation method. Reliability testing utilizes Cronbach's Alpha (α), where an instrument is deemed reliable if $\alpha > 0.60$. Simple regression analysis is employed, with the regression equation represented as $Y = a + bX$, where Y denotes the dependent variable (Effectiveness of Receivables Control), X represents the independent variable (Sales Accounting Information System), and a signifies the constant, while b denotes the regression coefficient. Hypothesis testing involves the t-test, comparing calculated t-values with tabulated values at a 5% significance level and degrees of freedom (df) calculated as $(n-k-1)$. Additionally, Determination Coefficient Analysis Test (R^2) is employed to assess the proportion of variance in the dependent variable accounted for by the independent variable (Nicolaou, 2000; Spathis & Ananiadis, 2005; Sverdau & Korzachenko, 2013)

Result

Table 2

Accounting Information System Variables

Indicator		N	Minimum	Maximum	Mean	Std. Deviation
Related sections	SIAP1	36	4	5	4,58	,500
	SIAP2	36	4	5	4,64	,487
	SIAP3	36	4	5	4,72	,454
Adequate human resources	SIAP4	36	3	5	4,44	,558
	SIAP5	36	2	5	4,53	,654
	SIAP6	36	3	5	4,56	,558
	SIAP7	36	4	5	4,69	,467
Notebooks and forms	SIAP8	36	4	5	4,53	,506
	SIAP9	36	3	5	4,58	,554
	SIAP10	36	3	5	4,58	,554
	SIAP11	36	4	5	4,53	,506
Information or reports produced	SIAP12	36	4	5	4,53	,506
	SIAP13	36	4	5	4,78	,422
	SIAP14	36	4	5	4,69	,467
	SIAP15	36	4	5	4,47	,506
Valid N (listwise)		36				

Source: Processed Data, 2020

The descriptive statistics for the sales accounting information system variables, as presented in Table 2, reveal insights into the responses gathered from 36

questionnaire respondents. Across all indicators, the minimum value recorded was 2, indicating agreement, while the maximum value reached 5, signifying strong agreement. Among the statements, SIAP4 garnered the lowest mean score of 4.44, pertaining to the adequacy of human resources indicator. Conversely, SIAP13 obtained the highest mean score of 4.78, aligning with the indicator related to information or reports produced. These findings suggest a generally positive perception among respondents regarding the effectiveness and functionality of the sales accounting information system at PT Sinta Sejahtera Lestari, particularly regarding the comprehensiveness and reliability of the information generated by the system.

Table 3
Receivables Control Effectiveness Variable

Indicator		N	Minimum	Maximum	Mean	Std. Deviation
Control Environment	EPP1	36	4	5	4,58	,500
	EPP2	36	3	5	4,53	,560
Risk Assessment	EPP3	36	2	5	4,31	,668
	EPP4	36	4	5	4,61	,494
Control Activities	EPP5	36	4	5	4,53	,506
	EPP6	36	3	5	4,58	,554
	EPP7	36	4	5	4,56	,504
Information and Communication	EPP8	36	3	5	4,22	,637
	EPP9	36	3	5	4,47	,560
Supervision	EPP10	36	3	5	4,39	,599
	EPP11	36	3	5	4,25	,604
	EPP12	36	3	5	4,33	,586
Providing Reliable Data	EPP13	36	3	5	4,42	,649
	EPP14	36	4	5	4,56	,504
Increasing Company Efficiency and Effectiveness	EPP15	36	3	5	4,39	,599
	EPP16	36	4	5	4,69	,467
Valid N (listwise)		36				

Source: Processed Data, 2020

The findings from Table 3 reveal significant insights into the descriptive statistics concerning the effectiveness of receivables control variable. The dataset comprises responses from 36 questionnaire participants, reflecting a comprehensive sample size for analysis. Across all indicators, the minimum recorded value is 2, indicating a moderate level of agreement, while the maximum value reaches 5, representing a consensus of strong agreement among respondents. Notably, among the statements assessed, EPP8, categorized under information and communication indicators, garnered the lowest mean score of 4.22. Conversely, EPP16, classified under Improving Company Efficiency and Effectiveness, achieved the highest mean score of 4.69. These findings underscore the perceived effectiveness of receivables control measures within the company, particularly in terms of enhancing operational efficiency

and communication strategies. Such insights provide valuable guidance for further refining receivables management practices to optimize organizational performance and customer satisfaction.

1) Validity Test

Table 4
Sales Accounting Information System Validity Test Results (X)

Indicator	Statement	<i>Corrected-item Total Correlation</i> (r _{count})	r _{table}	Information
Related sections	SIAP1	0,345	0,329	VALID
	SIAP2	0,378	0,329	VALID
	SIAP3	0,333	0,329	VALID
Adequate human resources	SIAP4	0,455	0,329	VALID
	SIAP5	0,459	0,329	VALID
	SIAP6	0,356	0,329	VALID
	SIAP7	0,379	0,329	VALID
Notebooks and forms	SIAP8	0,438	0,329	VALID
	SIAP9	0,425	0,329	VALID
	SIAP10	0,410	0,329	VALID
	SIAP11	0,389	0,329	VALID
Information or reports produced	SIAP12	0,587	0,329	VALID
	SIAP13	0,365	0,329	VALID
	SIAP14	0,399	0,329	VALID
	SIAP15	0,366	0,329	VALID

Source: Processed Data, 2020

The findings from Table 4 reveal that each of the questions analyzed exhibits a correlation coefficient exceeding the predetermined threshold of 0.329. This signifies a strong correlation between the individual questions and the overall construct being measured, indicating their validity. Consequently, all 15 questions evaluated in this study are deemed valid for assessing the targeted construct. This outcome underscores the reliability of the questionnaire in capturing relevant data related to the research objectives. The robust correlation observed across all questions reinforces the confidence in the instrument's ability to effectively measure the intended variables. Thus, the validation of these questions enhances the credibility and integrity of the research findings, facilitating a more accurate analysis and interpretation of the data collected.

Table 5
Receivables Control Effectiveness Validity Test Results (Y)

Indicator	Statement	<i>Corrected-item Total Correlation</i> (r _{count})	r _{table}	Information
Control Environment	EPP1	0,408	0,329	VALID
	EPP2	0,440	0,329	VALID
Risk Assessment	EPP3	0,415	0,329	VALID
	EPP4	0,465	0,329	VALID
Control	EPP5	0,387	0,329	VALID

Activities	EPP6	0,512	0,329	VALID
	EPP7	0,426	0,329	VALID
Information and Communicatio	EPP8	0,507	0,329	VALID
	EPP9	0,386	0,329	VALID
Supervision	EPP10	0,485	0,329	VALID
	EPP11	0,362	0,329	VALID
	EPP12	0,494	0,329	VALID
Providing Reliable Data	EPP13	0,420	0,329	VALID
	EPP14	0,411	0,329	VALID
Increasing Company Efficiency and Effectiveness	EPP15	0,545	0,329	VALID
	EPP16	0,334	0,329	VALID

Source: Processed Data, 2020

The analysis of Table 5 reveals that all question items exhibit correlations exceeding the specified threshold of 0.329, indicating a robust level of validity. This implies that each of the 16 question items effectively measures the intended constructs or variables within the research framework. The consistency and strength of these correlations affirm the reliability of the questionnaire in capturing relevant data from respondents. Consequently, with all question items demonstrating validity, it can be confidently concluded that the questionnaire effectively assesses the targeted aspects of the research, providing reliable insights into the phenomena under investigation. This validation of the questionnaire strengthens the credibility of the research findings and underscores the rigor of the methodology employed in this study.

2) Reliability Test

Table 6
Sales Accounting Information System Variable Reliability Test Results (X)
Item-Total I Statistic

	Scale Mean If Item Deleted	Scale Variance If Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha If Item Deleted
SIAP1	133.14	37.437	.272	.683
SIAP2	133.08	37.279	.308	.681
SIAP3	133.00	37.657	.266	.684
SIAP4	133.28	37.006	.299	.680
SIAP5	133.19	36.047	.366	.673
SIAP6	133.17	37.171	.274	.682
SIAP7	133.03	36.999	.375	.677
SIAP8	133.19	36.904	.356	.677
SIAP9	133.14	36.466	.385	.674
SIAP10	133.14	36.809	.332	.678
SIAP11	133.19	37.133	.318	.680
SIAP12	133.19	35.875	.530	.666
SIAP13	132.94	37.597	.305	.682
SIAP14	133.03	37.228	.334	.680
SIAP15	133.25	37.279	.293	.681

Item-Total Statistic

	Scale Mean If Item Deleted	Scale Variance If Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha If Item Deleted
SIAP1	133.14	37.437	.272	.683
SIAP2	133.08	37.279	.308	.681
SIAP3	133.00	37.657	.266	.684
SIAP4	133.28	37.006	.299	.680
SIAP5	133.19	36.047	.366	.673
SIAP6	133.17	37.171	.274	.682
SIAP7	133.03	36.999	.375	.677
SIAP8	133.19	36.904	.356	.677
SIAP9	133.14	36.466	.385	.674
SIAP10	133.14	36.809	.332	.678
SIAP11	133.19	37.133	.318	.680
SIAP12	133.19	35.875	.530	.666
SIAP13	132.94	37.597	.305	.682
SIAP14	133.03	37.228	.334	.680
SIAP15	133.25	37.279	.293	.681
TOTAL_X	68.86	9.837	1.000	.636

Source: Processed Data, 2020

The analysis conducted using SPSS 18 revealed a Cronbach's Alpha value exceeding 0.60 for the responses of 36 participants to 15 questions pertaining to the Sales Accounting Information System. This indicates a high level of reliability in the questionnaire utilized in the study. Therefore, it can be confidently concluded that the 15 questions comprising the Sales Accounting Information System are reliable measures for assessing respondents' perceptions and experiences related to this specific aspect of the research. The reliability of the questionnaire underscores the robustness of the data collected, enhancing the validity and trustworthiness of the findings obtained from the study. This validation provides assurance that the responses gathered accurately reflect the participants' viewpoints and contributes to the overall credibility of the research outcomes.

Table 7
Reliability Test Results Variable Receivables Control Effectiveness (Y)
Item-Total Statistics

	Scale Mean If Item Deleted	Scale Variance If Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha If Item Deleted
EPP1	138.25	59.507	.354	.700
EPP2	138.31	58.904	.380	.697
EPP3	138.53	58.542	.342	.697
EPP4	138.22	59.092	.414	.697
EPP5	138.31	59.647	.330	.701
EPP6	138.25	58.307	.457	.693
EPP7	138.28	59.349	.371	.699
EPP8	138.61	57.787	.443	.691
EPP9	138.36	59.380	.324	.700
EPP10	138.44	58.254	.424	.694

EPP11	138.58	59.393	.293	.701
EPP12	138.50	58.257	.435	.693
EPP13	138.42	58.593	.349	.697
EPP14	138.28	59.463	.356	.699
EPP15	138.44	57.683	.489	.690
EPP16	138.14	60.237	.280	.703
TOTAL_Y	71.42	15.621	1.000	.718

Source: Processed Data, 2020

The analysis conducted using SPSS 18 revealed valuable findings regarding the reliability of the survey instrument. Specifically, the calculation results indicated that the Cronbach's Alpha value for the Effectiveness of Receivables Control construct, comprising 16 question items administered to 36 respondents, surpassed the acceptable threshold of 0.60. This suggests a high level of internal consistency and reliability in the measurement instrument utilized in the study. The reliability coefficient exceeding the designated benchmark underscores the confidence in the instrument's ability to accurately capture respondents' perceptions and attitudes regarding receivables management effectiveness. This finding provides assurance regarding the robustness of the data collected and lends credibility to the subsequent analyses and conclusions drawn from the research findings.

3) Simple Regression Analysis

Table 8

Simple Regression Analysis Results

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	35.400	13.553		2.612	.013
	TOTAL_X	.523	.197	.415	2.660	.012

a. Dependent Variable: TOTAL_Y

Source: Processed Data, 2020

The findings from the simple regression analysis test reveal a significant relationship between the Sales Accounting Information System (SAIS) and the Effectiveness of Receivables Control. The derived regression equation, $Y = 35,400 + 0.523X$, elucidates this relationship, where X represents the SAIS and Y signifies the Effectiveness of Receivables Control. Interpreting the equation, the constant (a) is 35,400, indicating that the effectiveness of Receivables Control can increase by a fixed value even in the absence of SAIS input. Moreover, the positive coefficient (0.523) associated with the SAIS signifies its positive influence on the effectiveness of Receivables Control. In practical terms, this implies that as the level of the SAIS increases, so does the effectiveness of Receivables Control. Therefore, enhancing the SAIS within PT Sinta Sejahtera Lestari may lead to improved control over receivables, ultimately contributing to enhanced financial management and organizational performance.

4) T Test

Table 9
T test result
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta			
1 (Constant)	35.400	13.553			2.612	.013
TOTAL_X	.523	.197	.415		2.660	.012

a. Dependent Variable: TOTAL_Y

Source: Processed Data, 2020

The hypothesis testing results, conducted through the t-test, involved comparing the tcount value with the t-table value, which was determined using a significance level of 0.05 and degrees of freedom (df) calculated as 34 (n-k, where n is the number of respondents and k is the number of variables). The critical t-table value was found to be 2.032. In this analysis, if tcount exceeds the critical t-table value, the null hypothesis (H) is accepted, whereas if tcount falls below the critical value, H is rejected. The obtained t-count value of 2.660 exceeded the critical t-table value of 2.032. Additionally, the significance level indicated a p-value of 0.12, which is less than the standard significance level of 0.05. Thus, it can be concluded that there exists a significant relationship between the Sales Accounting Information System and the Effectiveness of Receivables Control, thereby supporting the hypothesis that the Sales Accounting Information System positively influences Receivables Control effectiveness.

5) Determinant Coefficient Analysis Test (R²)

Table 10
Results of Determinant Coefficient Analysis (R²)

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.415 ^a	.172	.148	3.648	1.931

a. Predictors: (Constant), TOTAL_X

b. Dependent Variable: TOTAL_Y

Source: Processed Data, 2020

The analysis revealed a correlation coefficient (R) value of 0.412, representing 41.2%. This high percentage suggests a strong and significant relationship between the sales accounting information system and the effectiveness of receivables control. The R Square result, at 0.172 or 17.2%, indicates that approximately 17.2% of the variance in the effectiveness of receivables control can be attributed to the sales accounting information system. This finding underscores the substantial impact of the sales accounting information system on enhancing the effectiveness of receivables control within the organization. It is evident that the sales accounting information system plays a crucial role in shaping and optimizing receivables management practices, accounting for a notable proportion of the variation observed in the effectiveness of receivables

control. Therefore, it can be inferred that improvements or enhancements in the sales accounting information system are likely to positively influence the overall effectiveness of receivables control strategies implemented by the company.

Discussion

The findings from the study conducted at PT Sinta Sejahtera Lestari suggest a satisfactory level of performance, particularly in the implementation of elements within the Sales Accounting Information System (SAIS) and the effectiveness of receivables management. Analysis of the SAIS variable reveals a notable deficiency in the indicator of human resources, as indicated by a mean score of 4.44, which is the lowest among the indicators assessed. Similarly, within the variable of receivables management effectiveness, the indicator of information and communication, with a mean score of 4.22, emerges as the lowest among the indicators evaluated. This implies that periodic reporting on collection outcomes is lacking, leading to insufficient control over receivables.

The results obtained from the questionnaire demonstrate a significant influence of the sales accounting information system on receivables management effectiveness. Through statistical analysis, it was found that the calculated t-value (t-test) of 2.660 exceeds the critical t-value (t-table) of 2.032 (at a significance level of 0.05 and degrees of freedom = 36), indicating statistical significance. Additionally, the obtained p-value of 0.012 is less than 0.05, further supporting the acceptance of the hypothesis that the sales accounting information system positively influences receivables management effectiveness.

This finding resonates with the literature, which emphasizes the pivotal role of SAIS in facilitating informed decision-making in sales activities (Firdaus, 2019; Panda et al., 2020; Saluy, 2018). The SAIS is acknowledged for its ability to provide precise information crucial for managerial decision-making, including sales reporting and order documentation (Firdaus, 2019; Ha et al., 2017; Reider & Heyler, 2003). Furthermore, the literature underscores the importance of effective receivables management in optimizing cash flow and minimizing losses due to unpaid debts (Buljubašić & Ilgün, 2015; Ha et al., 2017; Saluy, 2018).

The findings of this study highlight the significant impact of the SAIS on improving the effectiveness of receivables management practices at PT Sinta Sejahtera Lestari. This underscores the importance of investing in and optimizing SAIS to enhance organizational efficiency and financial performance, aligning with the recommendations provided in the literature (Al-Okaily et al., 2020; Singh et al., 2021; Sverdan & Korzachenko, 2013).

Conclusion

The Sales Accounting Information System (SAIS) has a substantial impact on the effectiveness of Receivables Management at PT Sinta Sejahtera Lestari, as demonstrated by the statistical analysis showing a positive and significant affect. This is indicated by the computed significance level of 0.012, which is lower than the specified threshold of 0.05, suggesting statistical significance. Furthermore, the R Square coefficient of determination of 0.172 suggests that around 17.2% of the variability in receivables management performance can be explained by the Sales Accounting Information System.

Ultimately, the SAIS (Sales and Inventory System) plays a vital role in improving the efficiency of receivables management at PT Sinta Sejahtera Lestari, highlighting its importance in maximising financial control procedures. The results indicate that SAIS

has a significant impact on the way the organisation manages its receivables. Therefore, it is advisable for the organisation to implement specific measures:

Prioritising the resolution of the shortage in human resources, namely in the SAIS indicator, is of utmost importance. The organisation should allocate resources towards implementing specialised training and education initiatives that are customised to employees' specific job functions. This will improve their skills and knowledge, thereby ensuring that the workforce have the necessary capabilities.

Furthermore, it is essential to enhance the reporting of collection outcomes, as emphasised in the "Information and Communication" criteria, particularly through regular presentation of collecting results. Introducing regular reporting systems will enable more effective monitoring of changes in receivables and improve oversight of unpaid amounts.

To achieve more thorough insights and improve the completeness of findings, it is recommended that future studies broaden the range of variables. By include supplementary variables, forthcoming research can attain a more profound comprehension of the elements that impact the success of receivables management, so enhancing the breadth and depth of knowledge in this domain.

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