E-Commerce Accounting and Audit: Online Revenue, Settlements and Reconciliations

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Amsterdam - Zuidas business district hotel



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Introduction:

E-commerce accounting and audit problems surface when high-volume online orders outrun the finance function: marketplace payouts that never agree with the sales ledger, gateway fees netted off without entries, cash-on-delivery collections held by couriers, vouchers and loyalty points booked as expenses and refund spikes after every sale event. This Core Concept course gives accountants, auditors and finance controllers of online retailers and marketplaces a method to recognise online revenue, reconcile every settlement stream and test order-to-cash data at full population. Participants build a Settlement Reconciliation and Audit Programme for a case online retailer.

Course Objectives:

- Apply the IFRS 15 five-step model to online orders, deciding principal or agent status for marketplace sales and allocating prices across bundles, vouchers and loyalty points
- Measure refund liabilities, right-of-return assets and chargeback reserves from returns data and dispute history
- Reconcile payment gateway, digital wallet, instalment provider and cash-on-delivery settlements to orders, fees and bank receipts
- Reconcile marketplace settlement reports to the sales ledger, commissions, fulfilment fees, advertising deductions and seller payouts
- Design and test controls over automated order-to-cash flows, including price master, promotion engine, refund approval and interface controls
- Plan full-population data analytics audit procedures for high-volume online transactions and document them in an audit programme

Target Audience:

- Accountants responsible for recording online sales, refunds, platform fees and settlement receipts
- Finance controllers accountable for month-end close, revenue cut-off and cash reconciliation of digital sales channels
- Internal auditors who review order-to-cash, refund and seller payout processes in online businesses
- External audit managers who plan and run audits of online retail and marketplace clients
- Revenue assurance and payments reconciliation leads who clear gateway, wallet and courier cash differences

Course Outline:

Day 1: Online Business Models and Their Accounting Footprint

- Online Retail, Marketplace, Hybrid and Subscription Models: Revenue and Cost Flow Maps
- Order Lifecycle Event-to-Ledger Mapping: Checkout, Dispatch, Delivery, Return and Payout
- Settlement Stream Inventory: Card Acquirers, Payment Gateways, Digital Wallets, Instalment Providers and Couriers
- Clearing and Suspense Account Structure for Online Receipts
- E-Commerce Finance Risk Heat Map for Revenue, Cash and Inventory Assertions

Day 2: Revenue Recognition for Online Sales under IFRS 15

- IFRS 15 Five-Step Model Applied to a Web Order and a Marketplace Order
- Principal Versus Agent Indicators: Control of Goods, Inventory Risk and Pricing Discretion
- Marketplace Commission, Listing Fee and Seller Subsidy Accounting from Platform and Seller Sides
- Bundle Price Allocation by Standalone Selling Price and Discount Vouchers as Consideration Payable
- Loyalty Points as Material Rights: Breakage Estimates and Deferred Revenue Roll-Forward

Day 3: Returns, Payment Settlements and Marketplace Payout Reconciliation

- Refund Liability and Right-of-Return Asset Measurement from Return Rate Curves
- Payment Gateway Settlement Reconciliation: Authorisations, Captures, Fees, Rolling Reserves and Payout Batches
- Digital Wallet and Instalment Provider Receipts Matched to Order Identifiers
- Cash-on-Delivery Courier Remittance Reconciliation and Undelivered Parcel Tracking
- Marketplace Settlement Report Reconciliation: Gross Sales, Commissions, Fulfilment Fees, Advertising Deductions and Net Payout

Day 4: Fulfilment Inventory, Chargebacks and Order-to-Cash Controls

- Fulfilment Centre Inventory Accounting: Stock at Third-Party Warehouses, Shrinkage and Returned Goods Grading
- Shipping and Last-Mile Cost Accruals, Free-Delivery Subsidies and Carrier Invoice Checks
- Chargeback Accounting: Dispute Reason Categories, Friendly Fraud, Chargeback Reserve and Write-Off Policy
- Automated Order-to-Cash Control Matrix: Price Master, Promotion Engine, Refund Approval and Interface Controls
- Platform IT General Controls and Tax Interface Checks: Access Reviews, Change Logs and Output Tax Mapping

Day 5: Case Online Retailer: Settlement Reconciliation and Audit Programme

- Case Retailer Data Pack: Order Extract, Gateway Payout Files, Marketplace Statements and Courier Remittances
- Full-Population Analytics Tests: Duplicate Refunds, Orders Without Payment, Sequence Gaps and Benford Testing
- Order, Dispatch and Cash Three-Way Match Build for Revenue Cut-Off Testing
- Settlement Reconciliation and Audit Programme Assembly with Control Test Steps
- Audit Findings Memo Drafting and Peer Challenge Panel

Skills You Will Gain:

- Online Revenue Recognition
- Principal-Agent Assessment
- Refund Liability Measurement
- Payment Settlement Reconciliation
- Marketplace Payout Reconciliation
- Chargeback Reserve Estimation
- Order-to-Cash Control Testing
- Full-Population Audit Analytics

Why Attend This Course:

- Leave with a Settlement Reconciliation and Audit Programme built on a case online retailer's order, payout and courier data
- Close the month with gateway, wallet, courier and marketplace receipts traced to individual orders rather than parked in suspense
- Defend principal-or-agent, voucher and loyalty point judgements in front of auditors and audit committees
- Compare practice with peers from fashion, electronics, grocery, travel and digital marketplace businesses

Conclusion:

Online sales are reported reliably only when revenue judgements, settlement reconciliations and automated controls are handled together. The course moves from online business models and settlement stream mapping, through IFRS 15 principal-or-agent, bundle, voucher and loyalty point accounting, to refund liabilities and reconciliation of gateway, wallet, cash-on-delivery and marketplace payouts, then to fulfilment inventory, shipping costs, chargebacks and order-to-cash controls. The final day applies full-population analytics to a case online retailer and produces a Settlement Reconciliation and Audit Programme ready for review.