

REGISTRATION INFORMATION

PRICING: \$189 members, \$378 non-members
(One coupon per person is valid)

- INCLUDES:**
- Access to Full Days of Educational Sessions
 - Annual Meeting Luncheon
 - Online Meeting Materials
 - Online Registrant Directory
 - Networking Event

LOCATION: Sheraton at Keystone Crossing
8787 Keystone Crossing
Indianapolis, IN 46240

**ALL REGISTRATIONS ARE TAKEN ONLINE AT
WWW.NACMCONNECT.ORG**

While registering online, you will have the opportunity to choose your payment method. We are happy to take a credit card online or invoice you. You will also have the opportunity to apply coupons as allowed.

Cancellation Policy: Cancellations must be received in writing, via fax, email or mail no later than two weeks prior to the meeting date to qualify for a full refund. Cancellations received later than two weeks prior to the meeting date DO NOT qualify for a refund of registration fees. Substitutions are allowed. Sorry, phone cancellations cannot be honored. If you have any questions, please email info@nacmconnect.org.

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2019 NACM CONNECT ANNUAL MEETINGS

The Premier Spring Event for Credit Professionals

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INDIANA

June 18

Sheraton at Keystone Crossing
Indianapolis, IN



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MEETING AGENDA AND EDUCATIONAL SESSIONS

Register online at www.nacmconnect.org

9:00 A.M. **REGISTRATION**

9:15 – 9:30 A.M. **OPENING REMARKS** Phil Lattanzio, President, NACM Connect

9:30 – 10:30 A.M. **THE COST OF SALES**

Speaker: John Jaeger, CCE, NACM Connect Faculty

This session will explore the impact of changing the terms of sale. We will discuss the benefits or costs of any change to the company's terms of sale and the impact of the change to the customer. We will review some of the financial and legal implications, in addition to opportunity costs associated with allowing the customer's choices.

10:30 – 10:45 A.M. **BREAK**

10:45 – 11:45 A.M. **SLOW PAYERS: HOW TO IDENTIFY, DEAL WITH, AND PROTECT YOURSELF FROM TROUBLED CUSTOMERS**

Speaker: Brian Phillips, CPA, CIRA, Managing Director, Amherst Consulting

How do you identify a customer that is truly in trouble versus a customer simply paying slowly? What do you do when a customer files for bankruptcy? Have you developed strategies for dealing with troubled customers before and after bankruptcy? In this session we will explore Credit's role in dealing with troubled customers as well as prepare you in case you find yourself in this unfortunate position.

11:45 A.M. – 1:00 P.M. **ANNUAL MEETING LUNCHEON**

1:00 – 2:00 P.M. **PICKING YOUR BATTLES**

"You will never reach your destination if you stop and throw stones at every dog that barks." – Winston Churchill

Speaker: Caroline Perkins, CCE, Micky Thompson Performance Tires and Wheels

It's easy to get drawn into issues that may be concerning but we have no real reason for being involved. These issues steal our time and our focus from what is really important and prevent us from staying on course. Yes, there will be times when you do need to take further action to deal with challenging workplace issues or individuals and times when you need to stand your ground. There are other times when we need to bite our tongue and take the high road. This session will help to identify between the two.

2:00 – 2:15 P.M. **BREAK**

2:15 – 3:15 P.M. **HIRING FOR THE LONG TERM – FINDING (AND KEEPING) THE RIGHT EMPLOYEE**

Speaker: Melanie Morcelle, Associate Vice President, HighRadius Corporation

In today's challenging employee market, it can be difficult to find the right candidate to hire. Even more challenging – keeping that employee for the long term. In this session, we will talk about how important interviewing is in creating a win-win partnership between an organization and the new employee. This sets the stage for not only filling the immediate position, but also creating an environment that encourages and supports long-term employment.

3:15 – 4:30 P.M. **NETWORKING EVENT**

CEU points and CCE recertification points are available for all educational sessions.