

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: Pietro's Italian Restaurant
2780 Birchcrest Dr. S.E.
Grand Rapids MI 49506

**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

WWW.NACMCONNECT.ORG

MICHIGAN

May 9
Pietro's Italian Restaurant
Grand Rapids, MI





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. **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.

10:30 – 10:45 A.M. **BREAK**

10:45 – 11:45 A.M. **XYZ'S OF THE MULTIGENERATIONAL WORKFORCE**
Speaker: Melanie Morcelle, Associate Vice President, HighRadius Corporation

This informative presentation will provide insight on attracting, hiring, and retaining employees of all generations. Discussed will be a brief history of employment in the US, understanding the modern workplace, millennials and their effect on the employment culture and tips for senior professionals for building a legacy.

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

1:00 – 2:00 P.M. **LEGAL DOCUMENTATION FOR THE CREDIT PROFESSIONAL**
Speakers: Tom Fawkes, Partner, Goldstein & McClintock; Brian Jackiw, Partner, Goldstein & McClintock

Credit professionals rely on certain legal forms and documentation in every aspect of their professional duties, from evaluating the creditworthiness of new customers, to protecting their organizations from risk of default or insolvency, to exercising rights and remedies against delinquent customers. Oftentimes, however, those professionals may question the completeness or efficacy of their documents, or may omit certain provisions or requests in those documents that could render them far more valuable to the enterprise. Taken to an extreme, these forms and documents may simply lack sufficient information or legal effectiveness to be useful in the event of a problem customer. During our presentation, we will discuss several of the key forms and documents that are frequently utilized by credit professionals. With respect to each of these forms and documents, we will highlight certain provisions that may be desirable to maximize their legal import, legal requirements that will shape the drafting of such documents, and best practices that attendees should keep in mind when preparing documents and forms and enforcing the business and legal rights and remedies bargained for under those documents and forms. We will also address potential conflicts between conflicting documents and best practices for determining which of those documents controls the other.

2:00 – 2:15 P.M. **BREAK**

2:15 – 3:15 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, Mickey Thompson Performance Tires and Wheels

It's easy to get drawn in to 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.

3:15 – 5:00 P.M. **NETWORKING EVENT**

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