

# REGISTRATION INFORMATION

**PRICING:** \$199 members, \$398 non-members  
(Two coupons per person are valid).

- INCLUDES:**
- Access to Full Days of Educational Sessions
  - Annual Meeting Luncheon
  - Online Meeting Materials
  - Online Registrant Directory
  - Networking Event (Open Bar & Hors d'oeuvres)

**LOCATION:** Orlando's Event & Conference Center  
2050 Dorsett Village Plaza  
Maryland Heights, MO 63043

**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](mailto:info@nacmconnect.org).*

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# 2019 NACM CONNECT ANNUAL MEETINGS

The Premier Spring Event for Credit Professionals

[WWW.NACMCONNECT.ORG](http://WWW.NACMCONNECT.ORG)

## MISSOURI

April 25

Orlando's Event & Conference Center  
Maryland Heights, MO



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# MEETING AGENDA AND EDUCATIONAL SESSIONS

Register online at [www.nacmconnect.org](http://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. **BANKRUPTCY BASICS**

**Speakers:** Tom Fawkes, Esq. and Brian Jackiw, Esq., Goldstein & McClintock

Whether you are a seasoned professional or new to credit, you'll walk away from this session with a better understanding of the bankruptcy process; what you need to do to prepare when you know a customer is in trouble and steps to take once the bankruptcy is filed to protect your interests.

10:30 – 10:45 A.M. **BREAK**

10:45 – 11:45 A.M. **THE DARK CLOUD BEHIND THE SILVER LINING – FIVE THINGS TO WORRY ABOUT IN 2019**

**Speaker:** Chris Kuehl, PhD, Managing Director, Armada Corporate Intelligence

All things must come to an end - is it time for a retreat from the good times in 2018? There are few signs of an imminent collapse but plenty of reason to be a little less enthusiastic about this year. The big five reasons for some angst will include 1) rate of inflation and the Fed's reaction, 2) trade wars and tariff wars, 3) chronic labor shortage in multiple industries, 4) decline of the global economy and its implications for the US and 5) erosion of confidence among business people, investors and consumers.

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

1:00 – 2:00 P.M. **THE CHALLENGE OF COLLECTIONS EFFORTS**

**Panelists:** Staci Cima, CCE, Corporate Credit Manager, Huttig Building Products; Larry Lipschutz, CCE, CICP, Director Credit and Collections, French Gerleman; Curtis Litchfield, CCE, Financial Analyst, Land O' Lakes

Many outside factors can have adverse effects on your best collection efforts. In the last year we've seen natural disasters such as hurricanes, fires and the polar vortex; an everchanging landscape of tariffs; and, of course, the government shut down. These situations and more can make it easy for customers to come up with excuses for not paying their invoices on time. In this panel-led open discussion, what can you do to push back?

2:00 – 2:15 P.M. **BREAK**

2:15 – 3:15 P.M. **SETTING AND USING SMART GOALS FOR YOU AND YOUR TEAM**

**Speaker:** Brittany Guritz, Credit, Collections and Customer Service Manager, Tacony Corporation

Everything you always wanted to know about SMART goals. In this seminar we will discuss both tried and true goals and brainstorm on new goals to keep your staff engaged, accountable and at the top of their game.

3:15 – 5:00 P.M. **BUSINESS MEETING AND NETWORKING EVENT (HORS D'OEUVRES AND OPEN BAR)**

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