

REGISTRATION INFORMATION

PRICING: \$179 members, \$358 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: LaVista Conference Center
12520 Westport Parkway
La Vista, NE 68128

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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NEBRASKA

June 11

LaVista Conference Center
LaVista, NE



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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. **CREDIT CARD SURCHARGING, IMPLEMENTATION, AND FEE REDUCTIONS**

Speaker: Matt Fluegge, Certified Payments Professional, Executive Consultant, Worldpay

As credit card usage grows, B2B merchants continue to evaluate the fees associated with card acceptance. Some merchants have implemented surcharging (passing on the fees to the customer) and many more are considering it. This presentation will:

- 1) Review the credit card network surcharge rules and legal consideration
- 2) Discuss how to implement surcharging and the key considerations impacting B2B surcharging
- 3) Explain how merchants can reduce their card acceptance costs whether surcharging or not

10:30 – 10:45 A.M. **BREAK**

10:45 – 11:45 A.M. **SOUTH DAKOTA V. WAYFAIR, INC. – LEGISLATIVE CHANGES AND THE IMPACT ON SALES TAX AND EXEMPTION CERTIFICATES**

Speaker: Matt MacNeil, Director, Solution Engineering, CertCapture

In this session we will take a look at the Supreme Court case of South Dakota v. Wayfair, Inc. and explore how it impacts sales from manufacturers, resellers and distributors. The court case has caused each state to reevaluate the thresholds which will require suppliers to register for tax collections. We will look at an overview of the new state regulations and how it impacts your business. We will spend time reviewing third party drop shipments and what additional paperwork will be required in the future to support these transactions.

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

1:00 – 2:00 P.M. **HIRING FOR THE LONG TERM – FINDING (AND KEEPING) THE RIGHT EMPLOYEE**

Speaker: Diana Crowe, Financial Technology Principal, High Radius 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.

2:00 – 2:15 P.M. **BREAK**

2:15 – 3:15 P.M. **THE TEN BIGGEST MISTAKES WHEN MAKING COLLECTION CALLS**

Panel: Frank Dispensa, Vice President Client Operations, Caine & Weiner; Mary Moore, CBA, Director of Credit Services, SouthernCarlson

A panel-led, open discussion about mistakes that could cost – or have cost – successfully collecting money from your customers.

3:15 – 5:00 P.M. **NETWORKING EVENT**

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