

REGISTRATION INFORMATION

PRICING: \$269 members, \$538 non-members
(without hotel night)

\$399 members, \$798 non-members
(With one hotel night at Rochester Airport Marriott)
(Two coupons per person are valid).

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

LOCATION: Rochester Airport Marriott
1890 W Ridge Road
Rochester, NY 14615

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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NEW YORK

April 10 & 11
Rochester Airport Marriott
Rochester, NY



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MEETING AGENDA AND EDUCATIONAL SESSIONS

Register online at www.nacmconnect.org

WEDNESDAY, APRIL 10TH

9:00 A.M. REGISTRATION

9:30 A.M. **KEYNOTE: THE RELUCTANT COLLECTOR**

Speaker: Tim Paulsen

When Kevin Hobbs is given the choice between working in AR at his firm or no job at all, he shared his tale of woe with what appeared to be the owner of a lemonade stand. After that day and many more discussions Kevin discovered there is another better option when life hands you a lemon. Lessons learned will be discussed during this session including: Think collecting money is the objective? Think again!; The content of letters and emails don't matter.; There is something easier, faster and cheaper than negotiations, but if you must negotiate take free lessons from the best in the world.; and much more!

11:00 A.M. BREAK

11:15 A.M. **DIRTY LITTLE SECRETS OF AP**

Speaker: Nicole Caley, MBA, AMP

What if I told you that with a little bit better understanding of the Accounts Payable Department, you can find ways to speed up payments, and that the most effective solutions are often the most simple. The invoice you send your customer is, hands down, the most important communication in regards to getting paid. With a few simple adjustments that you will learn in "The Dirty Little Secrets of AP," you can actually speed payment from customers and increase your chances of getting paid.

12:15 P.M. ANNUAL MEETING LUNCHEON

1:15 P.M. **ANTITRUST IMPLICATIONS FOR YOU AND YOUR COMPANY**

Speaker: Wanda Borges, Esq., Borges and Associates, LLC

Today's credit executive has to be part mediator, part human resource administrator, part accountant, part sales, and part compliance officer. Whether extending credit from your desk or exchanging credit with your colleagues at a credit group meeting, the credit executive must be cognizant of Antitrust Statutes and the effect adherence to or violation of can have on you and your company. The Antitrust Statutes haven't changed in years. Yet, the meaning behind "Sherman Antitrust", "Robinson-Patman" and "Clayton Act" remains foreign to many credit executives. The concept that credit terms are equal to pricing is unfathomable to some credit grantors. And, the method by which most credit executives obtain and transmit credit information is changing on a daily basis. Your customers are changing. No longer does every customer consist of "brick and mortar". Customers are demanding longer terms. Yet the Robinson-Patman Act encompasses price discrimination in the sales of physical goods of like grade or quality. This program will cover the following topics:

- Understanding the Antitrust Statutes and Avoiding Antitrust Pitfalls.
- Step by Step Guidelines to the "Meeting Competition" Defense.
- Credit Exchanges in a group setting or at your office that will protect your company from antitrust violations.

2:15 P.M. BREAK

2:30 P.M. **THE CHANGING UNCLAIMED PROPERTY LANDSCAPE**

Speakers: Troy Wangen, Managing Director, True Partners Consulting

In the span of a year, a number of events have unfolded in the unclaimed property landscape that may have an everlasting impact. A new Revised Uniform Unclaimed Property Act (RUUPA) was approved. The American Bar Association is drafting its own uniform unclaimed property act because it had challenges to RUUPA; Delaware's UP estimation methodology was called "unconstitutional." Multiple states have scrapped their old unclaimed property statutes and have adopted new ones. In this session, we will discuss the potential impact to your company and what unclaimed property may look like in the future.

3:30 P.M.-5:00 P.M. RECEPTION (HORS D'OEUVRES AND OPEN BAR)

THURSDAY, APRIL 11TH

9:00 A.M. REGISTRATION

9:30 A.M. **NATIONAL TRADE CREDIT REPORT 101**

Speakers: Phil Lattanzio, CCE, President & COO, NACM Connect

Join us as we explore the products and services of the NTCR and pick up a few helpful tips along the way. We will provide insight on how this unique member-owned database has grown as well as where we are headed. This powerful session will help attendees understand how the NTCR got started, who the participants are and where the data comes from. Come learn how to use a few valuable tools to better target risk, improve your relationship with sales, reduce delinquency and even share with upper management how well your organization is performing. Join us and your fellow NACM members to learn more about time-saving features and other enhancements.

10:30 A.M. BREAK

10:45 A.M. **HIRING AND RETAINING TOP TALENT FOR YOUR CREDIT DEPARTMENT**

Speakers: Leslie Harrison, Vice President, Midwest Business Staffing; Jeff Pilarchik, CCE, Mirabito Energy Division;

With unemployment being at a low and our baby boomers on the verge of retirement, now more than ever we have to focus on hiring quality candidates that we can develop and ultimately retain for years to come. Come with your ideas and we will share ours on how to acquire and retain top talent.

11:45 A.M. ANNUAL MEETING LUNCHEON

12:30 P.M. **KEYNOTE: TALE FROM THE TRENCHES**

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

In their careers as bankruptcy and creditors' rights attorneys, Tom Fawkes and Brian Jackiw have seen it all, from the inspiring to the absurd to the fraudulent to the borderline criminal. Tom and Brian will share some of their more interesting "war stories," using those stories to convey valuable lessons on best practices for credit professionals encountering challenging situations involving their less creditworthy customers. Participants will be invited to share their favorite stories as well!

1:30 P.M. ANNUAL MEETING ADJOURNED

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