

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: Crowne Plaza Cleveland South
5300 Rockside Road
Independence, OH 44131

**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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**OHIO
June 20**

**Crowne Plaza Cleveland South
Independence, OH**



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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. **PREPARING YOUR CREDIT DEPARTMENT FOR A RECESSION**

Speakers: Tom Fawkes, Partner, Goldstein & McClintock and Brian Jackiw, Partner, Goldstein & McClintock

The United States has enjoyed virtually uninterrupted economic growth since 2009, having substantially rebounded from the catastrophic recession of 2008. Interest rates, while starting to creep up over the last year, remain low, and as a result, many businesses with systemic problems have not had to address them due to an abundance of capital and the “extend and pretend” practices of commercial lenders. History dictates, however, that at some point in time we will experience another recession, and economists are suggesting it could come sooner rather than later. In light of the potential for an upcoming recession, it is the perfect time for credit professionals to internally prepare for potential insolvencies and bankruptcies of its customers. During this presentation, Thomas Fawkes and Brian Jackiw of Goldstein & McClintock will share their insights on best practices for such preparation, including methods of determining which customers are most vulnerable, strategies for mitigating insolvency risk with respect to those customers, and the benefits of negotiating credit enhancements that can provide you with additional sources of recovery in the event of a customer bankruptcy or insolvency.

10:30 – 10:45 A.M. **BREAK**

10:45 – 11:45 A.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 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.

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

1:00 – 2:00 P.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.

2:00 – 2:15 P.M. **BREAK**

2:15 – 3:15 P.M. **STRATEGIC CREDIT AND AR AS PARTNERS TO THE C-SUITE**

Speaker: Phyllis Saavedra, Director, Order to Cash Solutions, Emagia

If you think about it, who knows more about your business than the accounts receivable department? As the needs of the business are growing and the pace of innovation is accelerating, CFO’s and the rest of the top executives need to plan for that change. Knowing this, how can Accounts Receivable contribute to the future success of the business? Join Phyllis Saavedra in an education session discussing how the Credit and Collections leaders get a seat at the table and be drivers of strategic business changes. Phyllis will talk about how the role of OTC is changing from back-office operation to strategic front-office stewardship, how to present new technologies to your CFO and evangelize their benefits, how technologies are improving the customer experience and the positive business impacts gained from this new and improved OTC efficiency.

3:15 – 4:30 P.M. **NETWORKING EVENT**

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