

ST. LOUIS 2022 ANNUAL MEETING

TUESDAY
APRIL 12

Registration Deadline | March 29

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



SPOTLIGHT SPONSOR



3005 Tollview Drive
Rolling Meadows, IL 60008



9:15 – 9:30 A.M.

OPENING REMARKS

Phil Lattanzio, CCE, President & COO, NACM Connect

9:30 – 10:30 A.M.

THE CARE AND FEEDING OF DELINQUENT ACCOUNTS

Roundtable led by Sherry Isenhardt, Consolidated Electrical Distributors; Curtis Litchfield, CCE, Land O'Lakes; Derrick Swaney, MiTek USA Inc.

Does your company have a structured collection policy? Do you engage Sales for assistance? How do you use credit holds and credit limits? What other tactics do you employ to collect delinquent accounts, particularly when your customer has cut off communication. Share your thoughts and practices in this open roundtable discussion.

10:45 A.M. – 12:00 P.M.

INCREASE YOUR COMMUNICATION SKILLS

Kevin Stinner, CCE, CCRA, Simplot AB Retail Sub, Inc.

Communication is a critical part of any business relationship. Good communication can increase your collections and help you get more data when making credit decisions. And in today's world, communication is also very important in relations with and retention of employees. This session will review communication skills on a variety of levels - how to use good communication to become a better credit professional, how to have good communication skills in the workplace both for managers and employees, and how to take good communications down a path to create a positive working environment.

1:00 – 2:00 P.M.

CASE STUDY - USING THE TOOLS AVAILABLE TO THE CONSTRUCTION CREDITOR

Jerry Bailey, Executive Sales and Education Manager, NCS

In this case study the participants will walk through a typical construction scenario from a creditor's point of view. Learn who the players are, liens and bonds and when/how to use them, preliminary notice, managing the process, joint checks, mechanics lien rights and more. Through the use of a case study we will demonstrate what is supposed to happen, what can go wrong, and how to get back on track when something does.

2:15 – 3:30 P.M.

MERGERS & ACQUISITIONS AND THE IMPACTS ON YOUR CREDIT DEPARTMENT

Thomas Fawkes and Brian Jackiw, Tucker Ellis

Corporate combinations can create unique challenges for a credit department, from a legal, cultural, and human resources perspective. During this presentation, our panelists will discuss the impacts on a credit department resulting from both a merger/acquisition involving your company, as well as a transaction involving one or more of your customers. Among other things, the following topics will be addressed: (i) harmonizing credit department contracts and documents, as well as credit policies; (ii) ensuring that credit protections, including security interests and guarantees, are preserved and maintained post-combination; (iii) preserving culture in a credit department that has just absorbed another credit department; and (iv) using a merger transaction as an opportunity to improve the credit function.

3:30 – 5:00 P.M.

BUSINESS MEETING AND NETWORKING EVENT

If you want to register for the Business Meeting **only** please contact Janet Rapp at janet.raap@nacmconnect.org.



REGISTRATION INFORMATION

Registration Deadline | March 29

TIME

April 12 | 9 AM – 5 PM CST

PRICING

\$199 members

(Two coupons per company are valid)

\$398 nonmembers

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 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.

**QUESTIONS? Please contact Lillian Novak at
lillian.novak@nacmconnect.org**

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

