



## 2023 | ZEELAND, MI

Credit 101, 102 and Credit 103 are interactive and invite the class to give real world examples of the credit department environment. In each class, NACM Connect provides a textbook for each student to take back to the office and use as a reference guide.

The intention of these courses is to teach students about credit and prepare them for the workplace. These classes also set the stage for continuing education in future seminars and Institute of Credit classes, in which students prepare to earn their professional designations.

### CREDIT 101

**Credit 101** is a basic-level orientation program that introduces newcomers to the multifaceted field of credit management. This session examines the credit function, the procedures and tasks performed in a typical credit department and how those procedures impact an entire organization.

### CREDIT 102

**Credit 102** is an intermediate-level program designed for inquisitive credit personnel who wish to exceed the basics of credit management. This professional educational program examines the underlying knowledge required to successfully function and advance in today's ever-changing credit department.

### CREDIT 103

**Credit 103** is designed for mid-level credit professionals who would like to learn where they fit into the corporate structure and give them tools, which are not widely talked about and creating a positive impact on the mission of their credit department. This course is interactive and will include scenarios that will teach students ways to use the tools presented in the class.

### CURRICULUM

- The credit department function
- Credit investigation
- Credit policy
- The legal forms of business
- Basic bankruptcy
- Sales/credit relationship
- NACM Connect Education and the Institute of Credit

### CURRICULUM

- Legal issues and out-of-court settlements
- Negotiable instruments
- Bankruptcy
- Financial statements
- NACM Education and what it can do for you

### CURRICULUM

- The role of the credit department within an organization
- An ethical look at the credit department
- Choosing professional vendors
- Putting the pieces together, how to use the tools
- The importance of education and obtaining your certification

## CREDIT 101, CREDIT 102, CREDIT 103



**LOCATION:**  
**MillerKnoll, Inc.**  
**855 E. Main Avenue**  
**Zeeland, MI 49464**

**INSTRUCTOR:**  
**Kenia Espinoza, CICP, ICCE**

**Members: \$210 (per class)**

*Two coupons are valid per person*

**Non-Members: \$420 (per class)**

**All classes are from 9 a.m. – 4 p.m. EST**  
*(Lunch included)*

**CREDIT 101**

**Friday**  
**October 13**

**CREDIT 102**

**Friday**  
**November 17**

**CREDIT 103**

**Friday**  
**December 8**

**All registrations for NACM Connect educational events are taken online at [nacmconnect.org](http://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.

**Please Note:**

- Payment must be received one week prior to class date
- "No Shows" will be responsible for full amount
- Classes subject to cancellation based on enrollment
- 0.6 CEUs available

**Cancellation Policy:** Cancellations must be received in writing (via fax, email or mail) no later than one week prior to the class date to qualify for a full refund. Cancellations received later than one week prior to the class date do not qualify for a refund of registration fees. Sorry, phone cancellations cannot be honored. A 20% surcharge applies to late registrations and rebooking. If you have any questions, email [info@nacmconnect.org](mailto:info@nacmconnect.org).

**Register online at [nacmconnect.org](http://nacmconnect.org)**