



SEMINAR

A full day Seminar designed for Credit Professionals

PROACTIVE COLLECTIONS AND COMMUNICATIONS

Instructor: Richard Bellis, CCE has been a Credit Professional and Senior Manager for over forty years working for such companies as Polaroid Corporation, Platinum Technology, Robert Bosch Tool Corporation, Unilever and most recently, KeHe Food Distributors, Inc. He has taught Operations Management at the graduate level and has previously served on the Board of Directors for NACM Midwest. Richard currently is an instructor for NACM Midwest, teaching Credit Courses and is an active member of the Association of Credit Executives (ACE). His professional expertise is in the area of Credit and Collections, Cash Forecasting and Order-To-Cash processes with emphasis on organizational structure, policy and procedural improvements.

Good collectors are proactive – they anticipate the responses and the attitudes of their customers before they make the collection call so they can act and react in a positive manner. In the morning session you will learn to be proactive by improving your skills related to collections. Through this interactive workshop you will learn to establish an effective routine, set collection call priorities and measure your collection effectiveness. The afternoon session will demonstrate how communicating in the right fashion, both internally and externally, will reap much more meaningful results. After this session you will know the attributes of good communication, types of communication, strategies for effective communications and the 7 C's of Good Credit Communications.

Wednesday
September 20
9 a.m. – 4 p.m.
Registration Deadline: September 6

Full day seminar: (continental breakfast and lunch included)

- \$189 – Member** (two coupons per person)
\$175 – each if three or more from the same company
- \$378 – Non-Member**

Barnes & Thornburg LLP | 171 Monroe Avenue NW, Suite 1000 | Grand Rapids, MI 49503

Attendance at this seminar is worth .6 Continuing Education Units/CCE Recertification points.

Name _____ Designation(s) _____ Member# _____

Please write your name as you would like it to appear on your name badge.

Company _____ Address _____

City _____ State _____ Zip _____ Phone _____ Fax _____

E-Mail _____ Mobile _____ Do you accept text messages? Yes No

Online registration is available on www.nacmgreatlakesregion.com

- Check enclosed**—(payable to NACM Connect) mail to: 3005 Tollview Drive, Rolling Meadows, IL 60008
- Please invoice me:**
Credit card—Pay by phone upon receipt of invoice: 1.800.935.6226.
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- I am using ___ coupon(s) for this event.**



All payments must be received one week prior to seminar date.

Cancellation Policy: Cancellations must be received in writing via fax, email or mail no later than one week prior to the meeting date to qualify for a full refund. Cancellations received later than one week prior to the meeting date DO NOT qualify for a refund of registration fees. Sorry, phone cancellations cannot be honored. If you have any questions, please email info@nacmconnect.org.

Questions? Contact Kelly Hall at kelly.hall@nacmconnect.org or call 317.225.4281

Email this form to registration@nacmconnect.org. You will be invoiced shortly.