

COLLECTION TECHNIQUES

For Turbulent Economic Times

In the current economic climate, it is important to know how to successfully handle and communicate with customers who are experiencing financial difficulties.

This session will discuss the following topics:

- The effects of the current economic climate on Credit Managers
- The time value of money
- Credit and collection strategies
- The “new reality” of collections
- Dealing with debtors with tact, skill and confidence
- Avoiding the mistakes of unskilled collectors
- How to improve your collection procedures

Presented by Caine & Weiner

NACM Upstate New York A/R Solutions Partner

CEU points and CCE recertifications points are available.



REGISTRATION INFORMATION

Date	Location	Cost
September 23, 2010	Cerame's Italian Villa 3450 Winton Place Rochester, NY	\$99, Member <i>(Only one coupon is valid)</i> \$198, Non-Member

1 – 5 p.m.
(Hors d'oeuvres and beverages served at 2:30 p.m.)

Name _____ Member # _____

Company _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

E-mail _____

Fax this form to 636-680-9219. Please use this registration form as your invoice.
All payments must be received one week prior to class start date.

- Check**—Payable to NACM Upstate New York and mail to: 3005 Tollview Drive, Rolling Meadows, IL 60008
- Credit Card**—For security reasons, please do not include your credit card number on this form. Fax this registration form to 636-680-9219, and call Kathy Berendsen at 800-935-6226, ext. 6410 to make your payment.

Cancellation Policy: Cancellations must be received in writing, via fax e-mail or mail, no later than two weeks prior to the event date to qualify for a full refund. Cancellations received later than two weeks prior to the event date do NOT qualify for a refund of registration fees. Sorry, phone cancellations cannot be honored. A 20% surcharge applies to registrations received after **September 9, 2010**. If you have any questions, please e-mail info@nacmconnect.org.



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