



# BEST PRACTICES IN BUSINESS-TO-BUSINESS DEBT COLLECTION

## Upcoming Webinar

Presenter: Michael Dennis

May 17, 2023  
9:00 – 10:00 AM CDT

### Attendance Fee:

- \$65 for MSCCM Members
- \$79 for Non-Members

Each phone line will be charged a fee to join the program. Unlimited attendees calling from a single connection will be charged just one fee. Discounts given for 5 plus lines joining the Webinar. Call BCMA/WCA for details.

### Register Online:

[wcacredit.org/webinar-seminar-registration](http://wcacredit.org/webinar-seminar-registration)

Internet Explorer is not supported when registering online. Kindly use an alternate browser.

Contact BCMA/WCA if you do not receive a confirmation that includes access instructions and the handouts 2 days prior to the Webinar.



Continuing Professional Education  
1 CPE Unit & .1 CEU Unit  
[www.creditsociety.org](http://www.creditsociety.org)

*Your experience matters.  
Accreditation makes the difference.*

In this interactive program, we will discuss and explore ways to make it more likely for you to meet your collection targets. How? In three ways.

- First, by examining how to avoid the most common mistakes collectors make every day.
- Second, by describing best practices in business-to-business debt collection in practical terms.
- Third, by offering practical strategies and suggestions for implementing collection best practices quickly, efficiently, and inexpensively.

**Meet your Speaker:** *Michael Dennis* is a consultant with more than twenty years' experience as a credit manager working for companies including McKesson, Black and Decker, Jorgensen Steel Company and American Hospital Supply. He authored or co-authored seven books including: "Credit and Collection Handbook", "Credit and Collection Forms and Procedures Manual", and "The Credit and Collection Manager's Concise Desk Reference." Michael has an MBA from Pepperdine University. He holds the CBF, CCP, and CPC. Certifications. Michael has been honored as Credit Executive of the Year by both CMA California and by BCMA.

## WEBINAR REGISTRATION

Best Practices in Business-to-Business Debt Collection  
May 17, 2023 | 9:00 – 10:00 AM CDT

Register online at: [wcacredit.org/webinar-seminar-registration](http://wcacredit.org/webinar-seminar-registration)  
OR complete and mail the below form to the address below.

Name \_\_\_\_\_  
 Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 \_\_\_\_\_  
 Email \_\_\_\_\_  
 Phone \_\_\_\_\_

Method of payment \_\_\_\_\_ Total Investment \$ \_\_\_\_\_  
 Send invoice (BCMA/WCA members only)  
 Check enclosed  
 Credit card  
 (Please contact WCA at 888.546.2880 with credit card information)

RETURN TO:  
The Business Credit Management Association-Wisconsin  
15755 W Rogers Drive #100 | New Berlin WI 53151



Questions? Email [nicolet@wcacredit.org](mailto:nicolet@wcacredit.org) OR [admin@wcacredit.org](mailto:admin@wcacredit.org)

*A refund will only be given for cancellations received 5 business days prior to the session.*