



# DEBT COLLECTION & DEDUCTION MANAGEMENT

## THIS WEBINAR IS A 2-HOUR PERSONALIZED PROGRAM

You're invited and encouraged to invite everyone in Credit and Collections to attend the presentation...as well as your manager!

- The program will address Debt Collection and Deduction Management in great detail.
- A detailed program PowerPoint will be provided to attendees, and you are encouraged to use it as a reference tool and as a training tool.
  - Consider using it to update your credit department policies.
  - Share the handouts with anyone on your team that cannot attend the program.
- Jump start your Certified Professional Collector accreditation by attending.

*We are asking that you submit your toughest collection problems ahead of time. They will be answered directly during the program.*

*MICHAEL DENNIS is a respected business trainer and author. He can be credited for the development of this and future credit, collection and finance serial training programs. Michael has more than 20 years of experience in credit management in various industries; including healthcare, construction, and the auto aftermarket. His most recent publications, "Happy Customers-Faster Cash" and "Customer Profit Hacking" are available on Amazon.*

## A SPECIAL EVENT

**TUESDAY AUGUST 22, 2017**

**TIME: 9:00—11:00 AM Central Time**

### ATTENDANCE FEE:

\$85 BCMA/WCA Members

\$99 all others

At the low cost of one registration (one fee per each phone/Internet connection), as many people as you wish in your office can attend the Webinar.

### CONFIRMATION:

Easy-to-follow instructions and the program handouts will be emailed to all attendees. Contact WCA if you do not receive your confirmation prior to the Webinar.

Continuing Professional Education Units  
2 CPE Unit | .2 CEU

<http://www.creditsociety.org>

*Your experience matters—Accreditation makes the difference*

American Society

**ASCCP**

Credit & Collection Professionals

### WEBINAR REGISTRATION

Debt Collection & Deduction Management | Tuesday 8/22/2017 | 9:00—11:00 AM Central Time

NAME \_\_\_\_\_ EMAIL ADDRESS \_\_\_\_\_

COMPANY \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY/STATE/ZIP \_\_\_\_\_

TELEPHONE \_\_\_\_\_

Method of Payment (Non members are asked to prepay):

\_\_\_ Invoice my Company \$ \_\_\_\_\_ (BCMA & WCA Members Only)

\_\_\_ Check Enclosed \$ \_\_\_\_\_

\_\_\_ Credit Card (Please contact BCMA/WCA at 262.827.2880)

A credit or refund will only be given for cancellations received 5 days prior to the session. Please send your reservation to the Association office listed on this announcement or call 262.827.2880

For more Information and to register, contact:

THE BUSINESS CREDIT  
MANAGEMENT  
ASSOCIATION

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