

25 WAYS TO RESOLVE CUSTOMER DISPUTES & DEDUCTIONS MORE QUICKLY

UPCOMING WEBINAR

» **Michael Dennis**

Tues, April 12, 2022
9:00 - 10:00 AM CST

ATTENDANCE FEE

» \$65 BCMA/WCA members.

» \$79 all others.

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 for details.

REGISTER NOW AT:

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In this fast-paced and interactive program, Michael Dennis will present **at least** 25 ways that credit professionals can address and resolve customer disputes and deductions more quickly, more effectively and more efficiently.

This is a must attend program for anyone struggling to deal with too many customers taking too many deductions too often --- often without any justification for doing so.



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

25 Ways to Resolve Customer Disputes & Deductions More Quickly
Tuesday April 12, 2022 | 9:00 - 10:00 AM Central Time

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

Please mail your reservation to the Association address listed below, or register online
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For more information, contact:

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