

ONLINE WEBINAR

REGISTER



Smart Credit Policies that Improve Collections

JOIN OUR NEXT WEBINAR

Implementing smart policies can significantly improve collections for businesses. In the interactive program, we will discuss and examine a number of specific policies and practices to enhance the B2B debt collection process, including:

- Payment Terms
- Early Payment Discounts
- Customer Communication Protocols
- Extended Payment Plans
- Late Payment Penalties
- Dispute Resolution Procedures
- Cross-Functional Collaboration
- Early Intervention Strategies
- Escalation Protocols
- Consistent Follow-Up
- Grace Periods
- Documentation of Communication & Commitments
- Relationship Management
- Collection Performance Metrics
- Early Warning System



Presenter: Michael Dennis



(888) 546-2880

Email: nicolet@wcacredit.org

Website: www.wcacredit.org

**WEDNESDAY,
MAY 14, 2025**

9:00 AM - 10:00 AM CT

- \$65 for BCMA/WCA Members
- \$79 for Non-Members

Each connection will be charged to join the program. Unlimited attendees connecting from a single connection will be charged just one fee.

You will receive webinar access instructions and handouts the week prior to the Webinar.



www.wcacredit.org • 888-546-2880

Register online at:

wcacredit.org/webinar-seminar-registration

**Continuing Professional
Education**

1 CPE Unit & .1 CEU Unit

www.creditsociety.org

American Society

ASCCP

Credit & Collection Professionals