



# ONLINE WEBINAR

## 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 these 15 policies to enhance the B2B debt collection process:

- Payment Terms
- Early Payment Discounts
- Customer Communication Protocols
- 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**



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**REGISTER**



**WEDNESDAY,  
MAY 15, 2024**

**9:00 AM - 10:00 AM CT**

- \$65 for 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.

**Continuing Professional  
Education**

1 CPE Unit & .1 CEU Unit

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