ACCOUNTS RECEIVABLE & ORDER-TO-CASH

ARO2CConference

May 10-12, 2017

Disney's Yacht & Beach Club Resorts®
Lake Buena Vista, Florida

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The connections that advance your career.

The training that propels you forward.

TITLE SPONSOR: **basware**

GOLD SPONSORS: **billtrust** *Receivables. Payments.* **highradius**

Keynote Speaker

Jon Petz | Comedian, Author, Former Executive

It's Showtime – Own the Moment When Your Spotlight Shines: Meeting expectations in today's world? Not enough. Just getting by? Not an option. Flying under the radar? No way. In this engaging and funny session Jon takes the audience through the powerful process of taking OWNERSHIP for their own actions – and seizing every day, every experience, and every opportunity in the process.

Featured Speakers

Nancy Cotter
Accounts Receivable Operations Manager
Weight Watchers International

Ellen Farish
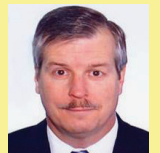*Senior Operations Manager, Shared Financial Services*
Southwire

Jason Rupaka
Accounts Receivable Manager
Foley Services

Youri Pinard, *GCC President*
HR-Credit

Chris Viau
Sr. Manager Worldwide Customer Financial Services Corporate Finance
Autodesk

John Salek
Vice President Order to Cash
Genpact

Produced by:

IOFM Institute of Finance & Management

ACCOUNTS RECEIVABLE & ORDER-TO-CASH
ARO2C Network
Receivables • O2C • Shared Services

diversified COMMUNICATIONS

Register by **December 30** for the lowest rate!
iofm.com/ar-conference | **207-842-5557** | **customerservice@iofm.com**

Workshops & Certifications

Customize your conference experience. Become your organization's leading authority on your topic of choice.

Pre-Conference Workshops

MAY 10

9:00am – 12:00pm
How to Prepare Excel Data Without Formulas or Macros
Jeff Lenning, President, Click Consulting

9:00am – 12:00pm
Key Strategies for Building – and Retaining – a High-Performance Team
Speaker to be Announced

1:00pm – 4:00pm
Step-by-Step: The Keys to creating and Implementing a Winning Automation Plan
Mark Brousseau, Special Projects Editor, IOFM

1:00pm – 4:00pm
Your Internal Audit Readiness Checklist: Ensuring Your Accounts Receivable Process is Audit-Proof
Chris Doxey, Senior Trainer, IOFM

For full course descriptions, visit:
iofm.com/ar-conference

"I enjoyed all the classes. I also liked meeting others, learning how other businesses in the industry operate and learning what other tools are out there to help with issues."

– SONYA DUKE
Accounts Receivable
UFI Furniture

Pre-Conference Certifications

MAY 10

8:00am – 4:00pm
Accounts Receivable Certification
Judy Bicking, Senior Trainer, IOFM

The ARM and ARS designations are globally recognized standards of excellence in the Accounts Receivable profession. The training course was developed by leading experts and trainers to formalize the fundamentals of the profession and then dig deep into the specific skills required to become a true leader in AR. Covering critical topics like order processing, credit management, billing, collections, and internal controls, the program is a must for anyone dedicated to a successful career in AR. Earning certification as an Accredited Receivables Specialist (ARS) or an Accredited Receivables Manager (ARM) signifies that an individual or department has demonstrated the depth of knowledge required to excel in today's complex business environment.

8:00am – 4:00pm
Order-to-Cash Certification

IOFM's new O2C Certification is designed to equip sales, credit, billing, AR and collection leaders and practitioners to understand each element of the order-to-cash process.

The goal of the program is to enable leaders to harmonize discrete processes into a smooth set of end-to-end operations transparent to customers, enhancing customer experience and facilitating successful business. The O2C Certification Program provides critical guidance on each element as well as the overall O2C process to align and enhance the business goals of increasing sales while protecting the cash. Certification recognizes leaders and practitioners' knowledge and expertise in the individual and overall aspects of Order-to-Cash, demonstrating their unique preparation to lead and support O2C process collaboration, integration and performance, enabling their organizations to realize the value in this essential process.

For more information about AR & O2C Certifications, visit: **iofm.com/ar-conference**

Nervous about test-taking?

Don't sweat it! All of IOFM's certification programs offer you ample time and resources to prepare. In addition to a full day of training, you'll have online access to the program study guide, a training video, and up to three attempts to pass your exam.

Conference Sessions

Two days. 40+ sessions. The training, innovation, and insights you need to excel in AR & O2C.

4 Conference tracks
cover everything you need to know and more for 2017:

Track A   AR & O2C Strategies and Leadership

This track will include sessions on the strategic considerations in meeting organizational objectives for credit sales and receivables, efficiency, efficacy and customer service. Presentations will explore issues of structure, ownership, collaboration and communication in order-to-cash operations, and including how to succeed in leading people and managing the O2C process.

Track B   Credit & Collections

Presenting effective policies, procedures and practices for credit management and collections. Starting with defining your AR strategy and developing credit policy, including how to support sales and the customer's experience. Presenters will explore ways to maximize sales within your organization's risk parameters and avoid leaving money on the table; plus efficient and effective collections, dealing with bankruptcy and more.

Track C   AR Best Practices

Sessions address internal controls, staff management, payment evolution, cash application, deductions & disputes management, and compliance – proven processes that remove errors, reduce costs and have a direct impact to customer satisfaction.

Track D   AR & O2C Automation Case Studies

This track will explore the technologies available to help automate O2C processes to create efficiencies, improve controls, and save valuable staff time better used on higher-value activities. Learn from your peers about what automation can do, how they implemented, why, and the benefits they've accrued.

Session topics include:

Accepting Credit Card Payments for Commercial Credit Sales: Risks and Opportunities	Effective B2B Collection Strategies	The Human Factor of your Credit Department
Aligning Corporate and Order-to-Cash Strategies for Success	ETE Leadership: Engaged, Trusted, Empowered	The Human Side of AR: Finding and Engaging Talent
AR and Treasury – Streamlining Processes Together	How the Revised Unclaimed Property Uniform Act Is Impacting AR	The Payments Landscape 2017
Automating Collections and Dispute Management	Managing Discrepancies: A Case Study	Managing a Global AR Organization
B2B Retail: Collect in Full and Prevent Discounts	Managing Sales Tax Exemptions	Your Bankruptcy Risks and Rights
Building a Great Team through Engagement	Shared Services – From Resistance to Respect	Automating Collections and Dispute Management
	The Deduction Deluge	*Plus sessions on Automation Tools for Billing, Payment Receipt, Cash Application, Collections*

Presented by AR and O2C all-stars from leading organizations, including:

- A.I.M. Mutual Insurance Companies
- Altra Industrial Motion
- ArcelorMittal USA
- Autodesk
- Celestica
- Federal Reserve
- Foley Services
- Johnson Controls Inc
- Southwire
- Weight Watchers
- Yaskawa AmericA

Connect with like-minded practitioners from across North America at one of the following roundtables:

- Organizations with < $1 billion in annual revenue
- Organizations with > $1 billion in annual revenue
- Credit
- Collections
- Automation
- Order-to-Cash

...add in a sprinkling of fun to complete your experience!

- Exciting raffle prizes, freebies, and giveaways for all
- Nightly networking receptions
- IOFM Certification Celebration on Thursday evening

> "I truly enjoyed the round table discussions. The collaboration between colleagues was very valuable."
>
> – 2016 Conference Attendee

Education is just the beginning.

The AR & O2C Conference offers opportunities you just can't get from behind your desk, including:

- Networking with AR & O2C professionals of all levels
- Dozens of solution providers standing by in the exhibit hall to demo products, answer your questions, and help you scout out automation solutions
- A focused learning experience – no emails, phone calls, or questions to interfere with your education

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Venue

Disney's Yacht & Beach Club Resorts®
1700 Epcot Resorts Boulevard
Lake Buena Vista, Florida

Exclusive room rate: $219 per night until April 14. To reserve a room at this rate, go to: **iofm.com/ar-conference/venue** or call (800) 803-5804.

In your downtime, enjoy the casual elegance of Disney's Yacht & Beach Club Resorts® at Walt Disney World® Resort. Relax in the plush lobby filled with nautical touches, explore the 3-acre water wonderland of Stormalong Bay, rent a motorboat, or enjoy the spa.

Use Disney's complimentary bus transportation from your hotel to explore Walt Disney World® Resort Theme Parks. Between sessions, catch up on email in one of the functional meeting spaces with complimentary WiFi.

ACCOUNTS RECEIVABLE & ORDER-TO-CASH

ARO2CNetwork
Receivables • O2C • Shared Services

Become a member when you register for the conference and get instant savings!

Membership + AR & O2C Conference = the perfect match.

Membership to the AR & O2C Network saves you $300 on your conference registration. But it goes beyond that. With a membership to the AR & O2C Network, the learning doesn't stop after the conference is over! Once you're home and have had time to digest, it's time to hit up aro2c.com to find tools, resources, and templates that will make it all stick! Plus, you'll be able to connect with your fellow members on the forums and find out how they're tackling the same challenges.

> "I liked the opportunity to attend various breakout sessions that best fit my company needs."
>
> — DIANE SHELTON
> Collection Manager,
> NEC Corporation of America

YES! Register me for the AR & O2C Conference

PRICING	SUPER SAVER RATE by 12/30/2016	EARLY BIRD RATE by 3/17/2017	STANDARD RATE after 3/17/2017
Conference Pass *(includes reception on May 10 and main conference sessions May 11-12)*			
AR & O2C Network Members	$995 **(SAVE $400!)**	$1,195	$1,395
Non-Members	$1,295 **(SAVE $400!)**	$1,495	$1,695
Value Pass *(includes conference pass PLUS a full-day Certification class (choose AR or O2C on May 10)*			
AR & O2C Network Members	$1,595 **(SAVE $500!)**	$1,795	$2,095
Non-Members	$1,895 **(SAVE $500!)**	$2,095	$2,395

MAY 10 WORKSHOPS & CERTIFICATIONS	TIME	PRICE
How to Prepare Excel Data Without Formulas or Macros	9:00am - 12:00pm	$395
Key Strategies for Building – and Retaining – a High-Performance Team	9:00am – 12:00pm	$395
Step-by-Step: The Keys to Creating and Implementing a Winning Automation Plan	1:00pm - 4:00pm	$395
Your Internal Audit Readiness Checklist: Ensuring Your Accounts Receivable Process is Audit-Proof	1:00pm – 4:00pm	$395
Accounts Receivable Certification Training	8:00am – 4:00pm	$795 **FREE** with Value Pass
Order-to-Cash Certification Training	8:00am – 4:00pm	$795 **FREE** with Value Pass

SAVE an extra $100 off current pricing by December 30 by using code **CANADA**

Register by December 30 for the lowest rate!

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