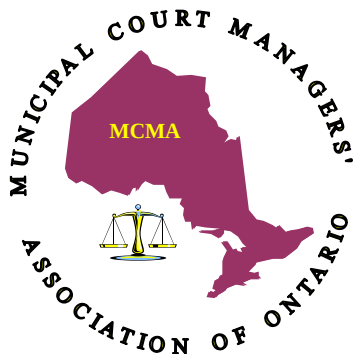




MCMA-POA COLLECTIONS COMMITTEE WORKSHOP – 2018–AGENDA

Wednesday, October 31, 2018

3:00pm | Arrival and Check-In at Hotel

Thursday, November 1, 2018

8:00am to 9:00am	Arrival & Registration at Region of Durham Headquarters 605 Rossland Road East, Whitby, ON, Room 1A
9:00am to 9:30am	Welcome & Update of MCMA Collections Committee Karen Facca – Chair Nancy Taylor – Commissioner of Finance & Treasurer
9:30am to 10:30am	Collection Agency Panel – Participants include: John Kim, Executive VP, Credit Bureau of Canada Collections Barry Kryba, Executive VP, Gatestone & Co. Jim Shaw, President, EOS Collections Discussion on: - Changes to collection regulations - New Technology - Best Practices
10:30am to 10:45am	Chair to Introduce Sponsors & Recognition of Sponsorship Funds – Members are invited to visit the Sponsors in Room 1E
10:45am to 11:15am	Break – Time for Members to visit Sponsors
11:15am to 12:00pm	OECM – Ontario Education Collaborative Marketplace Participants: Taylor Thornhill, Business Relationship Manager Jillian David, Customer Relationship Manager Jay Chan, Contract Specialist
12:00pm to 1:00pm	Lunch – (Complimentary for members, speakers & sponsors)
1:00pm to 2:00pm	Short Message Service (SMS) – CBV Collections Services Ltd. Presented by: Nancy Bynoe, VP of Support Services Linda Spence, National Account Sales Rep

2:00pm to 3:00 pm

Round Table Discussions

Panel Reps from various municipalities:

- Best Practices for POA Write-offs (Brian)
- Review Best Practices to be posted on MCMA website (Mel)
- How to Use & File Writs/Garnishments (Ross)
- Service Ontario showing 'U' on Rico 2070 (how are municipalities dealing with underpayments?) (Shannon)
- Province-wide agreement to add POA fines to Tax Roll (Tina)
- To waive or not to waive Legal, post-judgement interest & CAC fees when fine(s) amounts are varied in Appeal Court? (Amy)
- Credit Guru: courses in collection techniques/strategies
- New Topics on 'What's happening', Info Sharing

3:00pm to 3:15pm

Break – Time for Members to visit Sponsors

3:15pm to 4:30pm

Round Table Discussions – Continued

Friday, November 2, 2018

8:30am to 9:00am

Morning Snack – (Coffee, Tea, Juice) at Region of Durham

9:00am to 10:00am

Prosecution '101'

Presented by: Vera Oliveira, Prosecutor-Region of Durham

10:00am to 10:30am

New Cannabis Legislation – What We Know So Far

Presented by: Karen Facca

10:30am to 11:00am

AMPS – City of Oshawa Update

Presented by: Rhonda Vanderlinde, Municipal Prosecutor

Please Return Name Tags to be Eligible for Gift Draw

11:00am to 11:15am

Closing Remarks & Gift Draw – Karen Facca, Chair

11:15am to 12:00pm

Brunch Lunch – (Complimentary for members, speakers & sponsors)

12:00pm to 2:00pm

CAMS – Training Session (List of topics on page 3)

Presented by: James Whitaker, City of Niagara Falls

12:00pm to 2:00pm

CAMS – Training Session

- Recent upgrades resulting from Legislative changes
- Reporting Feature
- Face-to-face training for new users on CAMS
- How to Download Payment Report & Interface Data File to ICON for an Automated Payment Upload in ICON for EFT:
 - Does this mean banking info needs to be added in CAM?
 - How is this done, and does it violate PCI Compliance?
- How to set up/use email feature to send out letters rather than mail?
- Licence Suspension Dockets in CAMS, how does it work?
- How to update court outcome if the fine was changed.
- Is there a way to update a file if a docket was missed (not loaded) instead of entering a fake reopening to update the fine/fine amount?