

**CREDIT ON TAP**  
**2022 CONFERENCES**



**ESTD • 1897**

**Knowledge**  
**HOUSE**

**BEST  
IN TOWN**

**ATTENDEE GUIDE**

**GATEWAY** September 13 & 14





## ABOUT THE CONFERENCE

It is with great anticipation that we look forward to building on the momentum of last year's Gateway Conference and the 2022 Annual Meeting at this year's Fall event, Credit on Tap. Things are changing so rapidly in the world of credit – come draw from the taps of knowledge from our speakers, exhibitors and fellow members as we attempt to craft a path to barrelling our companies through the mash.

The action begins brewing at Orlando's Banquet and Event Center in Maryland Heights, MO on September 13th. The NACM/Chicago-Midwest Board of Directors, NACM Gateway Advisory Board and NACM Gateway Education Committee along with Association staff look forward to seeing you there.

## WHY YOU SHOULD ATTEND

Learn from expert speakers from across the country who are specialists in their fields. Connect with and learn from industry peers. Earn Continuing Education Units, CCE recertification points and ICCE certification points from the educational sessions you attend. You will also earn roadmap and participation points. Get introduced to the latest products and services available to improve your job performance. Learn about the current business climate and key industry issues. Reconnect with old friends while making new ones. Demonstrate your commitment to your profession.

## YOUR REGISTRATION INCLUDES

- ▶ General sessions
- ▶ Continental breakfasts and buffet lunches
- ▶ Networking receptions
- ▶ Exhibit hall entry and contests
- ▶ Morning and afternoon breaks and refreshments
- ▶ Two full days of concurrent educational sessions

## LOCATION

Orlando's Banquet & Event Center  
2050 Dorsett Road  
Maryland Heights, MO 63043

## HOTEL ACCOMMODATIONS

Hotel reservations can be made at the Sheraton Westport Lakeside Chalet, 191 Westport Plaza, St. Louis, MO 63146. Please call 314.878.1500 and ask for the NACM Connect roomblock to receive the conference rate of \$149/night. The cut-off date is August 15th. Reservations received after this date will be accepted on a space and/or rate available basis.

## METHODS OF REGISTRATION

Please choose one of the following methods to register for this year's conference. Full payment must be received with your registration, or we can invoice you; but, payment must be received before the event. Be sure to take advantage of one of the team discounts or the early bird rates listed below. Only one option may be selected - early bird or team discount.

### ONLINE

[www.nacmconnect.org](http://www.nacmconnect.org)

### EMAIL

Complete the enclosed registration form and email it to NACM Connect at [registration@nacmconnect.org](mailto:registration@nacmconnect.org). Credit card payments can be made upon receipt of invoice.

### MAIL

You may send your completed Registration Form with payment to:  
NACM Connect  
Attn: Credit Conference  
Registration  
3005 Tollview Drive  
Rolling Meadows, IL 60008-3708

## TEAM DISCOUNTS

- 5 – 9 attendees receive a 10% registration discount.  
One coupon per person is valid.
- ▶ 10 or more attendees receive a 20% registration discount.  
Two coupons per person are valid.

You may choose a team discount **or** an early bird registration rate, *only one payment option may be selected.*

# DISCOUNT (EARLY-BIRD) MEMBER PRICING

	By 8/9/2022	After 8/9/2022
2-Day Registration	\$349	\$399
1-Day Registration	\$229	\$299

# TUESDAY, SEPTEMBER 13



**7:30 – 8 A.M. VENEZIA** | REGISTRATION AND BREAKFAST

**8 – 8:15 A.M.** | WELCOME REMARKS — *NACM Connect President, Phil Lattanzio, CCE*

**8:15 – 9:15 A.M.** | FROM STRESS TO STRETCH — A ROADMAP TO HIGH CAPACITY LEADERSHIP  
*Opening Keynote Speaker: Caleb Campbell*

**9:15 – 9:45 A.M. VENEZIA** | BREAK

**9:45 – 11:00 A.M. MILANO**

**INFLATION AND YOUR CREDIT LIMITS**  
*Roundtable discussion led by Curtis Litchfield, CCE, Senior Credit Manager, Land O Lakes and Derrick Swaney, Credit Analyst, MiTek*

**9:45 – 11:00 A.M. TRAVIA**

**CREDIT REPORT UPDATES AND ENHANCEMENTS**  
*Phil Lattanzio, CCE, President, COO and Rich Steinkoenig, Credit Solutions Consultant, NACM Connect*

**11:00 – 11:30 A.M. VENEZIA** | BREAK

**11:30 A.M. – 12:30 P.M. MILANO**

**NETWORKING IN THE NEW NORMAL**  
*Diana Crowe, Regional Director, NACM Southwest*

**11:30 A.M. – 12:30 P.M. TRAVIA**

**THE NEW OLD WORLD OF FINANCE OPERATIONS**  
*Chris Rios, Vice President, D&B Finance Analytics*

**12:30 – 1:30 P.M. VENEZIA** | ALL CONFERENCE LUNCHEON

**1:30 – 2:45 P.M. MILANO**

**CREDIT CARD SURCHARGING STRATEGY: RULES, LAWS, IMPLEMENTATION, & FEE REDUCTIONS**  
*Matt Fluegge, Executive Consultant, Worldpay  
Michael Williams, Vice President, United TranzActions*

**1:30 – 2:45 P.M. TRAVIA**

**LEGAL HOT TOPICS IN THE POST(?) COVID ERA**  
*Thomas Fawkes, Partner and Brian Jackiw, Counsel, Tucker Ellis, LLC*

**2:45 – 3:15 P.M. VENEZIA** | BREAK

**3:15 – 4:30 P.M. MILANO**

**PROACTIVE COLLECTION PRACTICES**  
*Joe Batie, Chief Commercial Officer, Caine & Weiner*

**3:15 – 4:30 P.M. TRAVIA**

**EXECUTIVE ROUNDTABLE**  
*Staci Cima, CCE, Director of Credit, Huttig Building Products*

**4:30 – 5:30 P.M. VENEZIA** | RECEPTION AND NETWORKING EVENT — *Hosted by the Exhibitors*

# WEDNESDAY, SEPTEMBER 14

**8 – 8:30 A.M.** REGISTRATION AND BREAKFAST

**8:30 – 9:45 A.M. VENEZIA**

**EFFECTIVE COMMUNICATION: HOW TO SAY WHAT YOU MEAN AND MEAN WHAT YOU SAY**  
*Diana Crowe, Regional Manager, NACM Southwest*

**8:30 – 9:45 A.M. TRAVIA**

**FINANCIAL STATEMENT ANALYSIS**  
*Curtis Litchfield, CCE, Senior Credit Manager, Land O Lakes*

**9:45 – 10:15 A.M. VENEZIA** | BREAK

**10:15 – 11:30 A.M. MILANO**

**FRAUD PLAYING OFFENSE: RED FLAGS AND DEFENSE TACTICS TO AVOID GETTING BURNED (BCCA COMMITTEE)**  
*Bruce Nathan, Partner and Andrew Behlmann, Counsel, Lowenstein Sandler, New York, NY*

**10:15 – 11:30 A.M. TRAVIA**

**LIVE TO WORK OR WORK TO LIVE: A DISCUSSION ON WORK- LIFE BALANCE**  
*Kevin Stinner, CCE, CCRA, Credit Manager, Simplot AB Retail Sub, Inc.*

**11:30 A.M. – 12:45 P.M. VENEZIA** | ALL CONFERENCE LUNCHEON

**12:45 – 2 P.M. MILANO**

**METRICS – WHEN IS ENOUGH ENOUGH**  
*Panelists: Kim Flaughner, CCE, Sr. Manager, Credit and Financial Analysis, Olin Corporation; Sam Incorvia, Credit Analyst, Building First Source; Rich Steinkoenig, Credit Solutions Consultant, NACM Connect*

**12:45 – 2 P.M. TRAVIA**

**A TECHNOLOGY DISCUSSION FROM SOMEONE NOT SELLING TECHNOLOGY**  
*Staci Cima, CCE, Director of Credit, Huttig Building Products*

**2 – 2:15 P.M. VENEZIA** | Break

**2:15 – 3:15 P.M.** | PROTECTING AMERICA FROM THE CYBER THREAT

*Closing Keynote Speaker: Byron Franz, Special Agent, FBI-Cybersecurity*

**3:30 – 4:30 P.M.** | NETWORKING HOUR (ROOM A) — *Open Bar & Silent Auction Wrap-up*





8:15 - 9:15 A.M. | TUESDAY

## OPENING KEYNOTE SPEAKER FROM STRESS TO STRETCH - A ROADMAP TO HIGH CAPACITY LEADERSHIP

Most leaders have been doing as much as possible for as long as possible. They feel maxed out and they know that working harder is not the answer. This is a real leadership challenge that we are facing. Because when we as leaders outstretch our capacity, it has a direct impact on our overall life experience. It affects our relationships, our performance, our teams and our overall sense of self. What most leaders don't realize is that their growth and expansion are directly related to how much internal capacity they can build. When they expand internally, they are able to achieve far more externally.

### Takeaways:

- An increase in self-leadership
- How to grow more emotional elasticity (ability to bounce back)
- An ability to withstand greater pressure but feel less stressed (grow in resiliency)
- A framework to move from stress-to-stretch and increase your capacity (prevent burnout and show up as your best self)



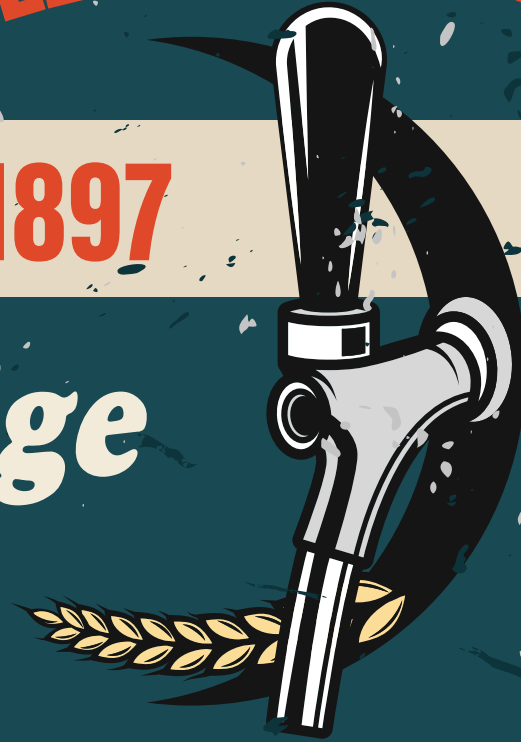
didn't know it at the time, Caleb Campbell is a highly sought after leadership and resiliency keynote speaker but it didn't start there. In 2008, Caleb graduated the United States Military Academy at West Point and was commissioned as an officer in the United States Army with 972 other cadets. The difference between Caleb and his classmates was that while the majority of them were sent to war, Caleb had an unique opportunity to serve his country while playing in the NFL. While he didn't know it at the time, Caleb was about to fight his own battle—his own inner war—and it would almost cost him his life. As a result, it has become Caleb's passion and mission to draw from his deep well of personal stories around being a West Point Graduate, former Army Officer and an ex-NFL athlete and delivers an actionable and authentic message that helps leaders move from stress-to-stretch, increase their inner capacity and expand their leadership capabilities while deepening their impact. Caleb's message around High Capacity Leadership is said to be a 'timely and crucial message' for today as more and more leaders are facing unprecedented amounts of stress and pressure. When Caleb is not on a stage delivering a keynote, or working with leaders, he's at home spending quality time with his partner, Kara, and their daughter—Sophie London.



# CREDIT ON TAP 2022 CONFERENCES

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## Knowledge HOUSE



2:15 - 3:15 P.M. | WEDNESDAY

### CLOSING KEYNOTE SPEAKER PROTECTING AMERICA FROM THE CYBER THREAT

Private and public businesses and organizations are under constant threat from ransomware and other cyber intrusions. This session describes those threats and identifies some possible mitigations for them. The importance of fostering robust public-private partnerships to combat these threats is highlighted.

Byron Franz is a Special Agent of the Federal Bureau of Investigation (FBI) and has worked national security or cyber matters for over 25 years. He currently serves on FBI Milwaukee's Cyber Squad, where one of his responsibilities is to raise awareness of cyber and insider threats to business, academia, and state/local governments. He is FBI-certified to conduct cyber investigations and rated as proficient to work counterintelligence investigations by the U.S. Intelligence Community. He holds a B.A. in Russian and a law degree, both from the University of Wisconsin-Madison.





# TUESDAY, SEPTEMBER 13

## EDUCATIONAL SESSIONS

**9:45 – 11 A.M.**

### **INFLATION AND YOUR CREDIT LIMITS**

**Roundtable led by Curtis Litchfield, CCE, Senior Credit Manager, Land O'Lakes and Derrick Swaney, Credit Analyst, MiTek**

If you're like many other credit professionals in this environment you've probably experienced customers hitting their credit limits as a direct result of inflation and other economic factors that we haven't experienced for decades, if ever. Bring your stories and solutions and hear how other members are dealing with this phenomenon in this open roundtable discussion.

### **CREDIT REPORT UPDATES AND ENHANCEMENTS**

**Speakers: Phil Lattanzio, CCE, COO and Rich Steinkoenig, Credit Solutions Consultant, NACM Connect**

Many new features and benefits for members using the National Trade Credit Report have recently been added. In this session you will hear about new reports combining information from the NTCR, Experian and Equifax, free services available to data contributors and updates from our credit reporting partners.

**11:30 – 12:30 P.M.**

### **NETWORKING IN THE NEW NORMAL**

**Speaker: Diana Crowe, Regional Director, NACM Southwest**

For many, networking was outside of their comfort zone even before the events of 2020. Now, even the best networkers are working to find their way back to interacting with others without a computer screen between them. Join us as we talk about why networking is so important and share tips, tricks, and tools to help you get started or get back in the groove.

### **THE NEW OLD WORLD OF FINANCE OPERATIONS**

**Chris Rios, Vice President, D&B Finance Analytics**

With all of the emphasis on automating Finance Operations, most notably credit and collections, some of the foundational aspects of the discipline risk being understated and overlooked. Based on his history with D&B, Rios intends to share best practices and offer a path to automation and operational efficiency by remaining grounded in the foundational fundamentals of credit and receivables management. Rios will bring together the tried and tested best practices of the "Old World" with the new and exciting technological advances being made in Receivables Management in the "New World". Please join us for an interactive and informative session.



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# BEST IN TOWN

1:30 – 2:45 P.M.

## CREDIT CARD SURCHARGING STRATEGY: RULES, LAWS, IMPLEMENTATION, & FEE REDUCTIONS

**Speakers: Matt Fluegge, Executive Consultant, Worldpay and Michael Williams, Vice President, United TranzActions**

Most companies have not built their credit card processing costs into their product prices, so one strategy that many companies have implemented is surcharging. Implementing a surcharge strategy raises many questions for not only the credit team, but also for the sales and executive management teams.

1. Do the credit card network surcharge rules and states' laws allow me to surcharge?
2. How can I implement surcharging in light of the numerous credit card Network Rules?
3. What challenges and opportunities are there when considering a surcharge strategy?
4. Can I reduce my processing fees?

This presentation will answer these and many more surcharge questions using examples of those who have considered and successfully implemented a surcharge strategy to significantly reduce their credit card processing costs.

## LEGAL HOT TOPICS IN THE POST(?) COVID ERA

**Speakers: Thomas Fawkes and Brian Jackiw, Tucker Ellis, LLC**

While – hopefully – the COVID-19 pandemic is transitioning to a less disruptive endemic phase, the impacts of the pandemic on the global economy have been profound, and will continue to affect businesses for the foreseeable future. Economic impacts of the pandemic have had a similar impact on the legal landscape. During this presentation, Thomas Fawkes and Brian Jackiw will discuss some of the hot topics in law that have emerged over the past two years, including: (i) the utilization of force majeure clauses in contracts; (ii) the Paycheck Protection Program and current issues concerning PPP loan forgiveness; (iii) changes to the Bankruptcy Code, as well as the anticipated wave of bankruptcies in the post-pandemic era; and (iv) the “new normal” in the adjudication of litigation cases.

3:15 – 4:30 P.M.

## PROACTIVE COLLECTION PRACTICES

**Speaker: Joe Batie, Chief Commercial Officer, Caine & Weiner**

**proactive (adjective):** creating or controlling a situation by causing something to happen rather than responding to it after it has happened. Caine & Weiner's Joe Batie will give you proven techniques to take charge of your Receivables-to-Cash Cycle to get ahead of those lingering DSO's.

## EXECUTIVE ROUNDTABLE

**Speaker: Staci Cima, CCE, Director of Credit, Huttig Building Products**

In this roundtable discussion executive-level topics will be discussed including leadership, working with the C-Suite, budgeting, and succession planning. Bring along any topics you would like to discuss with your credit executive peers.





# WEDNESDAY, SEPTEMBER 14

## EDUCATIONAL SESSIONS

**8:30 – 9:45 A.M.**

**EFFECTIVE COMMUNICATION: HOW TO SAY WHAT YOU MEAN AND MEAN WHAT YOU SAY**

**Speaker: Diana Crowe, Regional Manager, NACM Southwest**

We communicate countless times throughout the day, whether it's in video, email, phone, messaging or text. The question is – are we being effective? Join us as we review effectiveness tips for every form of communication, including cross-generational exchanges.

### **FINANCIAL STATEMENT ANALYSIS**

**Speaker: Curtis Litchfield, CCE, Senior Credit Manager, Land O Lakes**

The analysis of financial statements consists of a mixture of steps and pieces that interrelate and affect each other. No single part of the analysis should be interpreted in isolation. The specific conclusions drawn will be affected by the original objective established at the initiation of the analytical process. Every aspect of a firm's financial condition, operating performance and outlook affects the market value of its shares. This session will bring light to the critical areas of analysis that are required in the credit risk assessment process and introduce the fundamentals of interpretation.

**10:15 – 11:30 A.M.**

**FRAUD PLAYING OFFENSE: RED FLAGS AND DEFENSE TACTICS TO AVOID GETTING BURNED (BCCA COMMITTEE)**

**Speakers: Bruce Nathan and Andrew Behlmann, Lowenstein Sandler**

Everyone is familiar with the big-name corporate and financial frauds, like Madoff and Enron, that make national news. Businesses of all sizes have been hit with fraud scams and schemes that are less obvious but every bit as onerous. With increasing frequency. From traditional financial statement fraud, to sophisticated e-mail spoofing schemes, to "old school" credit fraud tactics such as same name and ship-to scams, devious charlatans are just a mouse click away from wreaking havoc on your bottom line – and, in some instances, even the viability of your business as a whole. Many of these fraud schemes are avoidable - if you know what to look for. This program provides an overview of credit and payment fraud and the various forms they take. The speakers will then discuss recent real-world fraud experiences, the red flags and warning signs that stopped - or could have stopped - fraudsters from succeeding, and the tips and tools to protect yourself and your business from the havoc the fraudsters seek to create.

### **LIVE TO WORK OR WORK TO LIVE: A DISCUSSION ON WORK-LIFE BALANCE**

**Speaker: Kevin Stinner, CCE, CCRA, Credit Manager, Simplot AB Retail Sub, Inc.**

It seems that in today's modern business world doing more with less is a common theme. As we try to work with a higher workload and a smaller staff the question arises, "How do I balance my workload with my personal life?". This session will look at several aspects of the work-life balance including prioritization, organization, stress management, and trying to squeeze another five minutes out of your schedule.



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# BEST IN TOWN

12:45 – 2 P.M.

## METRICS – WHEN IS ENOUGH ENOUGH

Panelists: **Kim Flaucher, CCE, Sr. Manager, Credit and Financial Analysis, Olin Corporation;** **Sam Incorvia, Credit Analyst, Building First Source;** **Rich Steinkoenig, Credit Solutions Consultant, NACM Connect**

There are countless ways to measure what you do on a day-to-day basis; and, it's important to be able to communicate your results to management. But when do you hit metrics overload? Does everything you are measuring really need to be measured? Join this session to hear our panel talk about what metrics they use to get their message across without muddying the waters.

## A TECHNOLOGY DISCUSSION FROM SOMEONE NOT SELLING TECHNOLOGY

**Staci Cima, CCE, Director of Credit, Huttig Building Products Inc.**

As companies face labor shortages, maybe now is the time to look at how technology can help companies bridge the gap with automation. This session, led by a seasoned credit manager who has undertaken many technology projects, will discuss the end-to-end process of bringing technology into a company. She's been through it all and can share best practices! Discussion will include project and product identification, ROI, internal project approval, and much more. Join the discussion and learn from an independent voice about the process and the different types of automation tools.



## JOE BATIE



### CHIEF COMMERCIAL OFFICER

#### CAINE & WEINER

With over 35 years of ARM experience, most of which has been on the executive level, Joe is well familiar with the executive management requirements of a successful enterprise, which includes strategic planning, business process design, re-engineering and automation, performance management, accounts receivable outsourcing, talent assessment, sales team development and more. As Caine & Weiner's Chief Commercial Officer Joe oversees the company's Strategic Sales & Marketing initiatives, Client Service Department, as well as being a contributor to Operations oversight. Prior to his appointment to his present position, he was with two leading ARM enterprises as CEO and Director of Operations, Commercial Services, respectively.

## ANDREW BEHLMANN

### COUNSEL

#### LOWENSTEIN SANDLER

Andrew leverages his background in corporate finance and management to approach restructuring problems, both in and out of court, from a practical, results-oriented perspective. With a focus on building consensus among multiple parties that have competing priorities, Andrew is equally at home both in and out of the courtroom, and has a track record of turning financial distress into positive business outcomes. Clients value his counsel in complex Chapter 11 cases, where he represents debtors, creditors' committees, purchasers, and investors. Andrew writes and speaks frequently about bankruptcy matters and financial issues. Before becoming a lawyer, he worked in senior financial management at a midsized, privately held company.



## STACI CIMA, CCE

### DIRECTOR OF CREDIT

#### HUTTIG BUILDING PRODUCTS

Staci Cima is the Corporate Credit Manager for Hutting Building Products. Staci has more than twenty years experience in various accounting management and credit roles including public accounting, manufacturing and construction industries. She has been involved in several projects involving using software to improve productivity. Staci has been involved with the NACM for the last 11 years serving on local and Connect committees and board of directors. Staci is a graduate of The University of Missouri Central with a Bachelor's Degree in Accounting.

## DIANA CROWE, CGA

### REGIONAL DIRECTOR

#### NACM SOUTHWEST

Diana draws upon her experience in credit management, her deep understanding of collections and deductions management, along with her customer/member centric style to support the NACM membership. In addition to her operational experience, she is a sought after speaker and presenter, drawing



upon her strong background in training and education. Diana has enjoyed leading webinars and on-site sessions on a wide variety of topics for many NACM industry credit groups, conferences and at NACM's Credit Congress. From a credit management position in plumbing and electrical supply, Diana went on to work for IAB Solutions and HighRadius before joining NACM Southwest. Diana holds a BS in Organizational Management.

## THOMAS FAWKES, ESQ.

### PARTNER

#### TUCKER ELLIS LLP

Thomas Fawkes is with the law firm of Tucker Ellis LLP in its Chicago office. Tom focuses his practice on bankruptcy, creditors' rights and financial restructuring matters, representing official committees, unsecured and secured creditors, debtors, financial institutions, post-confirmation trustees and asset purchasers in chapter 11 and 7 bankruptcy cases, out-of-court restructurings, and liquidation proceedings throughout the United States. Tom also assists his clients in structuring commercial transactions with a view towards mitigating risk of future bankruptcy and insolvency losses. Among other honors, Tom has been recognized as an Illinois Leading Lawyer in Bankruptcy & Workout Law: Commercial, and by Chambers and Partners as one of the leading bankruptcy and restructuring attorneys in Illinois.

## HIM FLAUGHER, CCE

### SENIOR MANAGER, CREDIT AND FINANCIAL ANALYSIS

#### OLIN CORPORATION

In her current role as Senior Manager, Credit and Financial Analysis with Olin Corporation, she is responsible for managing credit, collections, cash application and accounts receivable along with pricing, financial analysis and reporting. She has recently been serving on a team focused on lifting people through work life harmony, employee fulfillment and recognition and lightening the load for employees. These efforts have been very successful in achieving wins for Olin and its employees by maximizing time spent on high value work, reducing unnecessary meetings and emails, streamlining work processes and decisions and enabling greater work life balance. She has been an active member of NACM since 2004 and has served on the board of several NACM national credit associations including: Home Centers Group, Consumer Products and Arms/Ammunition. In addition, she has served on NACM's Gateway Board of Directors and Education Committee. In these roles, she worked with fellow board members to maximize the value of group membership and meetings for members. Ms. Flaughter holds a bachelor of science degree in business administration and an MBA from Southern Illinois University Edwardsville. She is also a graduate of NACM's Graduate School of Credit and Financial Management and received her CCE designation in 2006.

## MATT FLUEGGE



**EXECUTIVE CONSULTANT  
WORLDPAY**

Matt Fluegge is a Certified Payments Professional and Executive Consultant with Worldpay, formerly known as Vantiv. Vantiv acquired Worldpay in 2018 and has changed its name to Worldpay due to its global recognition. Worldpay is the nation's largest acquirer, processing more purchase transactions than any other processor. Matt has been with the company for 17 years and specializes in credit card acceptance and payment processing in the Business-to-Business industries. He has a Business Administration degree in Finance and manages Worldpay's 21-year partnership with the NACM and UTA. Through the NACM Program, Matt works one-on-one with members to provide payment processing services that simplify payments and improve efficiency, security, and income.

## SAM INCORVIA

**CREDIT ANALYST  
BUILDERS FIRST SOURCE**



Incorvia has served Builders First Source as a Credit Analyst for the past seven years, handling eight stores in three states. He began his career in the banking industry holding many positions in underwriting management. In 1999 Incorvia accepted a position as head underwriter with Novastar Mortgage where he rose to Supervisor and Corporate Trainer. In 2002 he was promoted to Corporate Credit Manager leading 45 underwriters and seven supervisors in six states and was transferred to Kansas City. In 2008 Incorvia became the Credit Manager at Roofing Supply Group and in 2015 he moved to Builders First Source. Incorvia was born in Cleveland, Ohio and is a graduate of Ohio Dominican College

## BRIAN JACKIW, ESQ.

**COUNSEL  
TUCKER ELLIS LLP**

Brian Jackiw is with the law firm of Tucker Ellis LLP. Brian is experienced in bankruptcy and commercial litigation, practicing in courts throughout the country. He has represented plaintiffs and defendants in avoidance actions, complex bankruptcy claim disputes, breach of fiduciary duty actions and bankruptcy fraud litigation. Beyond litigation in the bankruptcy courts, Brian has experience in general collection and commercial law litigation. Brian has also spent significant time advocating on behalf of general unsecured creditors through his representation of official committees of unsecured creditors. Before becoming an attorney, Brian served as an Officer in the U.S. Army.

## PHILLIP J. LATTANZIO, CCE

**PRESIDENT & COO  
NACM CONNECT**



Phil Lattanzio, CCE, is the President and Chief Operating Officer of NACM/Chicago-Midwest and its operating affiliates in seventeen states. He has been with the National Association of Credit Management since 1999 and has been in the position of President

since 2003. Under his direction, NACM/Chicago-Midwest has grown to the largest of the NACM affiliates. In his first few years with the Association, Lattanzio was able to return it to profitability; and, he continues to grow revenues and contain costs. Prior to this position, Lattanzio was the Corporate Credit Manager at Knaack Manufacturing Company in Crystal Lake, IL, where for seven years he was accountable for the credit and accounts receivable functions. Prior to Knaack, he worked in the credit departments for Scotsman Industries, Inc. and Union Oil Company of California. Lattanzio is a graduate of Bradley University in Peoria, IL. He currently serves as the Executive Vice President of the Commercial Law League of America.

## CURTIS LITCHFIELD, CCE

**SENIOR CREDIT MANAGER  
LAND O LAKES/PURINA MILLS**

For the majority of my 30 year career with Purina Mills and Land O'Lakes, I have held various roles in Customer Financial Services. Within Customer Financial Services, my roles have involved managing a centralized and decentralized credit department where my team handles all functions of the credit department from approving new customers, collecting past due balances and working closely with our business partners, sales and marketing. In addition to managing credit, I also manage our cash application team and our invoicing and document delivery process. Prior to joining Customer Financial Services, I spent 10 years of my career in sales and business development where I prepared and presented financial and business analyses and assisted customers in developing business strategies. I attended the NACM Graduate School of Credit and Financial management where I obtained my CCE designation. For the last 8 years, I have been an instructor for NACM Connect and received the Credit Excellence Award in 2017 for NACM Connect St. Louis. In 2022 I was bestowed the Robert M. Healy Credit Executive of the Year Award for NACM Connect.

## BRUCE NATHAN, ESQ.

**PARTNER  
LOWENSTEIN SANDLER**

With more than 40 years of experience in the bankruptcy and insolvency field, Bruce is a recognized leader nationwide in trade creditor rights and the representation of trade creditors in bankruptcy and other legal matters. He has represented trade and other unsecured creditors, unsecured creditors' committees, secured creditors, and other interested parties in many of the larger Chapter 11 cases that have been filed. Bruce also handles letters of credit, guarantees, security, consignment, bailment, tolling, and other agreements and legal credit issues for the credit departments of institutional clients. Among his various legal recognitions, Bruce received the Top Hat Award in 2011, a prestigious annual award honoring extraordinary executives and professionals in the credit industry. He was co-chair of the Avoiding Powers Committee that worked with the American Bankruptcy Institute's (ABI) Commission to Study the Reform of Chapter 11, participated in ABI's Great



Debates at their 2010 Annual Spring Meeting—arguing against repeal of the special BAPCPA protections for goods providers and commercial lessors—and was a panelist for a session sponsored by ABI. He is a frequent presenter at industry conferences throughout the country, as well as a prolific author regarding bankruptcy and creditors’ rights topics in various legal and trade publications. Bruce is a co-author of “Trade Creditor’s Risk-Mitigation Tools and Remedies Manual,” published by ABI in 2019. He has also contributed to ABI Journal and is a former member of ABI’s Board of Directors and former co-chair of ABI’s Unsecured Trade Creditors Committee.

## **CHRISTOPHER RIOS**

**VICE PRESIDENT, FINANCE ANALYTICS  
DUN & BRADSTREET**

Christopher brings over 20 years of financial operations experience to the Finance Solutions team at Dun & Bradstreet. He has experience across various industries including manufacturing, services, and security with a focus on organizational development and resourcing; strategic planning and technology management to build a global shared services model for finance operations.

## **RICH STEINKOENIG**

**CREDIT SOLUTIONS CONSULTANT  
NACM CONNECT**

Rich has been with NACM Connect since 2018. His territory includes Missouri, Kansas, Central and Southern Illinois, Michigan, Connecticut, New Hampshire, and Rhode Island. Prior to NACM Connect, Rich was a risk specialist at the national account level at Dun & Bradstreet for four years. From 1999 to 2012 he was the Global Accounts Receivable Manager at Maui Jim Sunglasses. From 1992 to 1999 Rich worked at Dun & Bradstreet as a senior business analyst. Rich is a graduate of Western Illinois University.

## **KEVIN STINNER, CCE, CCRA**

**CREDIT MANAGER  
SIMPLIOT AB RETAIL SUB, INC.**

Kevin has been in the field of credit and collections since 2007. He earned his BA in Business Management and leadership in 2001 from Blackburn College, and a MBA with emphasis in management in 2004 from AIU. He earned his CBA designation in March 2010, CBF in May 2011, CCRA in August 2013, and CCE in November 2011. He is currently Chair of the NACM Gateway Advisory Board, and a member of the NACM Gateway Education Committee. He is also a member of the NACM/Chicago-Midwest governing board. Kevin has been published in Business Credit magazine and serves on their editorial board, has hosted webinars for NACM National, and has been a presenter at Credit Congress. At the 2022 Credit Congress this last June Kevin was bestowed the NACM CCE Designation of Excellence Award.

## **DERRICK SWANEY**

**CREDIT SPECIALIST  
MITEK USA, INC.**

Derrick joined MiTek in 2018 and has been a member of NACM Connect for three years. During his time at MiTek, Derrick has been working to integrate recently acquired software companies and their receivables. Prior to joining MiTek, Derrick graduated from Maryville University. While at Maryville University, he competed on the Division II wrestling team and studied finance and philosophy. At MiTek, Derrick has reported to Mike Hill and Dave Beckel, who are both longstanding NACM Connect members. Derrick is also part of the NACM Connect Elite Membership Group.

## **MICHAEL WILLIAMS**

**VICE PRESIDENT, NACM RELATIONS  
UNITED TRANZATIONS**

A familiar face within the NACM for the past 23 years, Michael has partnered with NACM members of all sizes to introduce creative solutions for third party payment processing efficiencies and system integrations. Michael is a conference speaker, round table expert, and NACM certification curriculum and Credit Magazine contributor and is always enthusiastic in sharing his knowledge with the NACM membership! Michael is a graduate of Troy University with a Bachelor of Science in Business Administration. Out of college, Michael served as a US Marines Corp Captain for 7 year as a Marine pilot, an Aide to 2 commanding Generals, and is a proud Vietnam Veteran.



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# SILENT AUCTION DONATIONS

Dear Member,

The Robert L. Vodraska Scholarship Foundation has been successfully raising money and awarding scholarships to the members of NACM Connect since 2009. Through our efforts in raising money for this worthwhile cause, we have been able to gift almost \$62,000.00 in scholarships to members of the Association to continue their credit education.

A large part of the funding of the foundation comes through the success of the Silent Auction held each year in conjunction with the Conference. To that end, I am appealing to all members to consider donating personally or through their company item(s) that can be used in the Silent Auction to raise money.

All donors will receive recognition in the NACM Connect newsletter and on the Conference website. Plus, you will know that your generosity has helped provide skilled and knowledgeable credit professionals for the future. All contributions are tax deductible. The tax ID number for your donation is 37-1562913.

Please send your Silent Auction donations to:  
Lillian Novak, Chief Communications Officer  
NACM Connect  
3005 Tollview Drive  
Rolling Meadows, IL 60008

If you are local and would rather have your item picked up at your office, we will be happy to arrange this for you.

For additional information, please feel free to call me at 800-935-6226, ext. 6478 or email [lillian.novak@nacmconnect.org](mailto:lillian.novak@nacmconnect.org).

Thank you,



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## ORLANDO'S CONFERENCE CENTER 2050 DORSETT VILLAGE MARYLAND HEIGHTS, MO 63043

### **From Lambert International Airport**

Highway 70 West to Highway 270 South to the Dorsett exit. At the Dorsett exit, turn right (West) on Dorsett. Go to the first stop light (McKelvey) and turn right. Enter plaza at second left entrance. Orlando's will be straight ahead.

### **From South County**

Take Highway 270 North to the Dorsett exit. At the Dorsett exit, turn left (West) on Dorsett. Go to the first stop light (McKelvey) and turn right (North). Enter plaza at second left entrance. Orlando's will be straight ahead.

### **From Downtown**

Take Highway 40 West to 270 North. Exit at Dorsett. At the Dorsett exit, turn left (West) on Dorsett. Go to the first stop light (McKelvey) and turn right (North). Enter plaza at second left entrance. Orlando's will be straight ahead.

### **From West County**

Take Highway 40 East to 270 North. Exit at Dorsett. At the Dorsett exit, turn left (West) on Dorsett. Go to the first stop light (McKelvey) and turn right (North). Enter plaza at second left entrance. Orlando's will be straight ahead.

### **From St. Charles**

Take Highway 70 East to 270 South. Exit at Dorsett. At the Dorsett exit, turn right (West) on Dorsett. Go to the first stop light (McKelvey) and turn right (North). Enter plaza at second left entrance. Orlando's will be straight ahead.

### **Parking**

On-site parking is complimentary.

## SHERATON WESTPORT LAKESIDE CHALET 191 WESTPORT PLAZA ST. LOUIS, MO 63146

The Sheraton Westport Chalet Hotel is located in Westport Plaza, 191 Westport Plaza Dr., St. Louis, MO 63146. We recommend you use your directions app for the best possible directions.

If you are flying into Lambert International Airport there is a free shuttle service to the hotel that runs from 5:00 a.m. until 10:30 p.m. Call the hotel when you land to arrange for a pickup at 314-878-1500. Cab fare is approximately \$35. The hotel is approximately 2 miles from Orlando's.



# CREDIT ON TAP 2022 CONFERENCES

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## PRODUCTS AND SERVICES

### COMMERCIAL COLLECTION SERVICES

- Electronic Claims Placement
- Maximum Dollar Recovery
- Personal Service

### EDUCATION

- Workshops and Seminars
- Webinars
- On-Site Training

### INSTITUTE OF CREDIT

- Annual Credit Conferences
- Credit 101, Credit 102 and Credit 103
- Professional Designation Programs
- Self-Study and Exam Review Courses

### CREDIT GROUP SERVICES

- Industry Credit Groups
- Online Credit References
- SAP Users Group
- International Credit Professionals Group

### PUBLICATIONS, ETC.

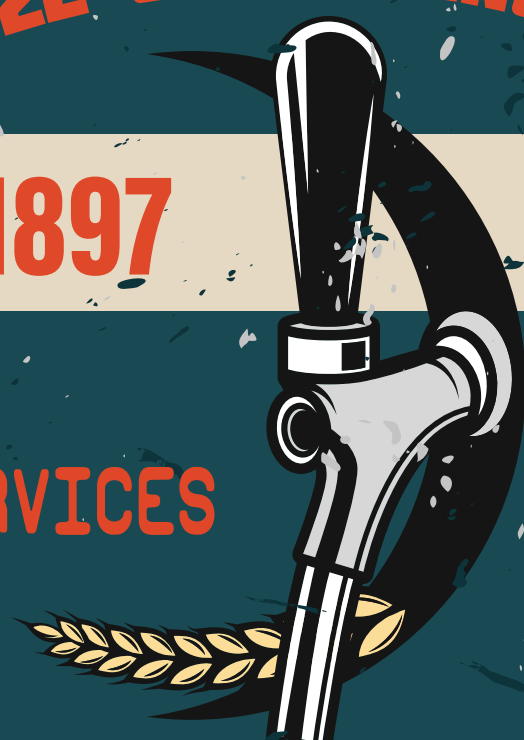
- Business Credit Magazine
- CreditConnections Newsletter
- Bimonthly e-Newsletter
- Online Member Community - InterConnection

### CREDIT REPORTING SERVICES

- Commercial Credit Reports
- Consumer Credit Reports
- International Credit Reports
- Portfolio Risk Analysis

### OTHER SERVICES

- Billing Solutions Services
- Cash Flow Solutions
- Check Guarantee Services
- Credit and Deductions Management Software
- Credit Application Processing
- Credit Card Processing
- Credit Insurance
- Credit Risk Management
- Critical Document Management
- Electronic Funds Transfer
- Online Bill Pay
- Online Credit Applications
- Retail Account Monitoring
- UCC and Mechanics Liens Filings
- Sales Tax Management Software



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