

# 2024 BUFFALO ANNUAL MEETING

IT FEELS GOOD TO  
RECONNECT...



THURSDAY  
MAY 9

**REGISTRATION DEADLINE:**  
May 2

**START AT**  
9:00 AM

*Join us to learn and network with your  
peers and leaders in the commercial  
credit profession.*

SPEAKERS



**Marc Davenport**  
AVP Customer Experience  
Caine & Weiner



**Anthony Mitchell, CBF**  
Nutrien



**Jeff Pilarchik, CCE**  
Mirabito Energy Division



**James Brown**  
Founder and Owner  
BKwire.com



**James W. "Beau" Hays  
ESQ.**  
Hays & Potter LLP

## THE STATE OF CREDIT AND COLLECTIONS

## MEETING AGENDA

### IN-PERSON

Courtyard by Marriott Buffalo-Airport  
4243 Genesee Street  
Cheektowaga, NY 14225

### PRICING

\$179 members  
(Two coupons per company are valid)  
\$358 nonmembers

[WWW.NACMCONNECT.ORG](http://WWW.NACMCONNECT.ORG)

**QUESTIONS?** Please contact Lillian Novak at  
[lillian.novak@nacmconnect.org](mailto:lillian.novak@nacmconnect.org)

# THURSDAY MAY 9 9 A.M. — 5 P.M. CDT

**Registration Deadline | May 2**

**9:15 A.M. - 9:30 A.M.**

## OPENING REMARKS

*Leslie Harrison, SPHR, CGA,  
Vice President of Membership, Staffing and HR  
NACM Connect*

**9:30 A.M. - 10:30 A.M.**

## DON'T DO BUSINESS WITH STRANGERS

*Marc Davenport, AVP Customer Experience  
Caine & Weiner*

Now more than ever this best practice should become standard operating procedure.

Please note the following: According to collection agency research, the average delay for a past due payment is 55 days for large businesses and 66 days for SMB's. The larger the balance owed the lower the probability the balance will be paid in full.

During this session Marc will discuss the following and much, much, more!

- o Establishing Your Terms of Business (TOB)
- o The Best Defense is a Strong Offense
- o If I don't know you, how can we do business.
- o Pay Attention to the Red Flags

**10:45 A.M. - 12:00 P.M.**

## How to Make a Sound Credit Decision

*Anthony Mitchell, CBF, Nutrien, Jeff Pilarchik, CCE,  
Mirabito Energy Division*

In an interactive workshop, random scenarios for credit requests will be worked out by the attendees with the assistance of the panel. Join us for what promises to be a fun session that will test what you know about credit decisions while learning new ways to assess your customers' requests.

**12:00 P.M. - 1:00 P.M. LUNCH**

**1:00 P.M. - 2:00 P.M.**

## The Impact of Bankruptcies - Deeper than You Think

*James Brown, Founder and Owner, BKwire.com  
(Virtual Presentation)*

In the year 2023, more than 18,000 businesses filed for bankruptcy, which affected over 400,000 creditors. Such bankruptcy filings can have significant impacts on your

company, and it's crucial to be aware of the potential risks. If one of your customers files for bankruptcy, it can negatively affect your business, and the impact can even extend beyond that if your customer's customer also files for bankruptcy. In this session, we will delve into this topic in greater detail and learn how to use data to uncover the hidden effects of bankruptcy filings on your business. It's important to take proactive measures to safeguard your company and arm yourself with the knowledge you need to mitigate the risks and protect your business in the long run.

**2:15 P.M. - 3:30 P.M.**

## CHANGING HORSES: A FEW TIPS FOR THE WARY

*James W. "Beau" Hays, Esq.  
Hays & Potter LLP*

Pay when Paid. Who are you really selling to, and who do you sue? Does your customer have a buy/sell agreement? In this session we will learn some of the ins and outs of these legal topics as well as other considerations that might be overlooked when extending credit. Discuss the benefits and opportunities of integrating AI into your company's credit function, along with the legal and business risks and challenges associated with the current AI technology.

**3:30 P.M. - 5:00 P.M. BUSINESS MEETING & RECEPTION**

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CEU points and CCE recertification points are available for all educational sessions.

While registering online, you will have the opportunity to choose your payment method. We are happy to take a credit card online or invoice you. You will also have the opportunity to apply coupons as allowed.

**Cancellation Policy:** Cancellations must be received in writing, via email or mail no later than two weeks prior to the meeting date to qualify for a full refund. Cancellations received later than two weeks prior to the meeting date DO NOT qualify for a refund of registration fees. Substitutions are allowed. Sorry, phone cancellations cannot be honored.

**ALL REGISTRATIONS ARE TAKEN  
ONLINE AT [WWW.NACMCONNECT.ORG](http://WWW.NACMCONNECT.ORG)**