

2024 ST. LOUIS 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



Matt Fluegge
Executive Consultant
Worldpay



Bryan Pederson
Assistant Vice President
Sidetrade



James Brown
Founder and Owner
BKwire.com



Jason Torf
Partner
Tucker Ellis LLP



Brian Jackiw
Partner
Tucker Ellis LLP

THE STATE OF CREDIT AND COLLECTIONS MEETING AGENDA

IN-PERSON

Orlando's Event Center
2050 Dorsett Village
Maryland Heights, MO 63043

PRICING

\$199 members
(Two coupons per company are valid)
\$398 nonmembers

WWW.NACMCONNECT.ORG

QUESTIONS? Please contact Lillian Novak at 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

*Phil Lattanzio, CCE, President & COO
NACM Connect*

9:30 A.M. – 10:30 A.M.

Credit Card Fraud

Matt Fluegge, Executive Consultant, Worldpay
Credit card fraud is a risk that merchants are exposed to when accepting credit cards as a form of payment. This risk varies based on the environments in which card payments are accepted and the merchant’s industry type. The presentation will discuss these risks and mitigation considerations.

10:45 A.M.– 12:00 P.M.

The Impact of Bankruptcies - Deeper than You Think

James Brown, Founder and Owner, BKwire.com
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.

12:00 P.M. – 1:00 P.M.

LUNCH

1:00 P.M. – 2:00 P.M.

Customer Billing Portals - Turn Pain to Gain

Bryan Pederson, Assistant Vice President, Sidetrade
In this session we will be covering the current landscape of customer billing portals. What are they supposed to do for suppliers? What don’t they do? What should integration and interoperability look like? We will focus on 5 areas for the best path to success.

2:15 P.M – 3:30 P.M. AI and the Credit Department

*Jason Torf and Brian Jackiw, Partners
Tucker Ellis LLP*

While artificial intelligence (AI) has been around for decades, there have been enormous advances in the technology over the past several years that have now made it viable for business applications, including credit. AI stands to transform the credit industry as we know it, and the benefits of AI are apparent: automation of customer onboarding and underwriting, predictive analytics, data management, collections, and forecasting is now possible, which could in the future substantially expedite decision making and reduce credit department labor costs. There are, however, substantial risks: the technology is still developing, is still prone to errors, and cannot – at least at this time – navigate around unforeseen events and replace the experience and judgment of tenured (human) credit professionals. During this presentation, we will 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