



# The Credit Tour 2025 connected. **BUFFALO** May 7

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## Meeting Agenda

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

**REGISTRATION DEADLINE: May 1**

**PRICING:**

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

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

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### PLATINUM



### GOLD



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## Wednesday

May 7, 9:00 a.m. – 3:30 p.m. ET

**9:00 a.m. – 9:20 a.m. – Registration & Coffee Service**

**Opening Remarks – Dorann Guenard**

**9:30 a.m. – 10:30 a.m.**

*AI in Credit: Best Practices and REAL Use Cases in the Era of Copilots and Autonomous Order-to-Cash; Brian Shappell, Director of Content, Emagia*

Explore critical new developments in autonomous finance, Generative AI, and AI agents. Discover insights and strategies that are critical to unlocking exponential efficiency gains in Order-to-Cash operations. Learn how to plan and implement the best strategies to drive faster, bolder, more informed decision making within your credit operations. Discover various levels of GenAI and AI Copilot uses, from the fundamentals to more hidden applications that have sent first-movers/early adopters into hyperdrive. Learn how to apply AI-powered solutions to vastly improve the customer experience in areas from credit application processing to faster/less combative collections activity.

**10:45 a.m. – 12:00 p.m.**

*Bankruptcy Alternatives: The Impact on Trade Creditors; Michael Papandrea, Lowenstein Sandler LLP*

The administrative cost of bankruptcy and the expanded rights granted to certain classes of creditors in bankruptcy cases makes bankruptcy a less viable alternative for many financially distressed companies, particularly smaller ones. As a result, companies seeking to address liquidity issues are increasingly turning to alternatives to bankruptcy—such as receiverships, assignments for the benefit of creditors (ABC), Uniform Commercial Code Article 9 sales,

out-of-court foreclosures, or simply closing down the business. Some of these vehicles, when handled correctly, may produce a faster and greater distribution for creditors than would have occurred in a more expensive and slower bankruptcy case. This program covers these non-bankruptcy alternatives, how they differ from bankruptcy cases, how trade creditors should respond if a customer pursues any of these alternatives, and possible preference risk raised in ABCs and receiverships.

**12:00 p.m. – 12:45 p.m. Lunch**

**12:45 p.m. – 1:00 p.m. NACM Connect News and Updates – Phil Lattanzio**

**1:00 p.m. – 2:00 p.m.**

*Roundtable – Actually Asking for Money and Other Collection Topics; Anthony Mitchell Jr., CBF, Nutrien Ag Solutions Inc.*

Join us and share your practical strategies for effectively managing collections. “Actually Asking for Money” will delve into the often-challenging conversations surrounding payment requests, providing you with the tools to approach these discussions with confidence and professionalism. Bring your insights of navigating the emotional aspects of asking for payment, negotiating terms beneficial to both parties, and addressing common objections.

**2:15 p.m. – 3:30 p.m.**

*Economic Update; Chris Kuehl, Economist, Armada Corporate Intelligence*

With the new administration things are changing fast, and many of the changes have a direct impact on the economy. Join us for an insightful and engaging session as we delve into the current state of the economy and its implications for the commercial credit landscape.

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