



# The Credit Tour 2025 connected. OMAHA May 8

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## Meeting Agenda

Courtyard by Marriott  
 101 S. 10th Street  
 Omaha, NE 68102

**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



### BRONZE



### SILVER



## Thursday

May 8, 9:00 a.m. – 3:30 p.m. CT

9:00 a.m. – 9:20 a.m. – Registration and Coffee Service

Opening Remarks – Bob Rabe

9:30 a.m. – 10:30 a.m.  
**Credit Application Fraud: Some of the Signs, Preventive Steps and Remedies for the Savvy Vendor**  
*Brian Jackiw, Partner, Tucker Ellis*

A key role of the credit department is to mitigate and prevent losses. That job becomes increasingly difficult when bad actors engage in unscrupulous conduct, such as by submitting a fraudulent credit application to induce your company to ship goods with no intention to pay for them. In this session, you will learn to identify some of the telltale signs of potential fraud and how to engage in extra diligence to save your company from losses. You will also hear about available remedies in the event goods are shipped and the fraudsters don't pay you. Don't let the bad guys win – learn about how to beat the fraudsters before they beat you!

10:45 a.m. – 12:00 p.m.  
**Setting a Timeline for Effective Collections**  
*Marc Davenport, AVP of Customer Experience, Caine and Weiner*

Basic collection techniques tell us that placements that are not too old have a better chance of being collected than older ones. But does your collection strategy include the best possible times for each step in the collections process to maximize success? When should a demand letter go out? Should there be different strategies for new customers and long-time customers? This session will provide you with actionable strategies to improve cash flow and reduce delinquency rates.

12:00 p.m. – 12:45 p.m. Lunch

12:45 p.m. – 1:00 p.m. NACM Connect News and Updates – Frank Schetski

1:00 p.m. – 2:00 p.m.  
**The Power and Value of Emerging AI Technologies in Credit and Collections**  
*Jason Murante, Business Development Manager, Esker*

Alignment with timely CFO initiatives to 'Do More with Less'. AI Powered Automation is critical in the current climate to help prepare for future disruptions and economic uncertainty, avoid increased operational expenses, increase profitability, improve process standardization and governance and cross functional collaboration, and improve customer and stakeholder service quality in very competitive markets. There's a productivity gap, according to Hackett Group surveys, where finance workload is increasing, finance FTE headcount is decreasing, and finance operating budgets are down. Companies who have increased their Finance Technology spend by just 5% have materially filled these gaps. Attend this session to learn how organizations are leveraging AI Powered technology to reduce overall costs, FTE workload, and delinquent DSO to shorten Order to Cash cycles and optimize Working Capital.

2:15 p.m. – 3:30 p.m.  
**Roundtable - Multitasking in the Credit Department**  
*Frank Schetski, Regional Manager, NACM Connect*

Multi-tasking, extra responsibilities, dealing with job stress. Credit Managers are faced with more and more challenges every day, and often while the challenges are escalating your staff size is shrinking. During this roundtable we will share ideas on how your peers are coping. Have you incorporated technology? AI? Streamlining processes? Or are you just increasing workloads?