



# The Credit Tour 2025

# connected.

# ST. LOUIS

## April 10

### SPOTLIGHT SPONSOR



## Meeting Agenda

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

### 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)

## THANK YOU SPONSORS

### PLATINUM



handle.com

dun & bradstreet



NCS CREDIT

monto



NACM SOUTHWEST



NetNow

nuvo

SIDETRADE

### GOLD



### SILVER



### BRONZE

Allianz

Allianz Trade



retailstat



REGISTER AT [NACMCONNECT.ORG](http://NACMCONNECT.ORG)

## Thursday

April 10, 9:00 a.m. – 5:00 p.m. CT

**9:00 a.m. Registration and Coffee Service**

**Opening Remarks – Leslie Harrison**

**9:30 a.m. – 10:30 a.m.**

**Basic Life Skills for a Successful Career,**  
*Ann Marie Brewer, CCRA, Credit Manager, Environmental Science US; Quincy Edwards, MiTek; Leslie Harrison, SHRM, CGA, NACM Connect; Brent Heizelman, Consumers Oil*

In today's competitive job market, technical skills alone aren't enough; mastering essential life skills is key to personal and professional growth. Not all newcomers to the credit field are equipped with these skills, and it's up to you to mentor them. Our panel will discuss in an interactive session tools that you can employ to get your staff up to speed.

**10:45 a.m. – 12:00 p.m.**

**Setting a Timeline for Effective Collections,**  
*Joe Batie, President & Chief Commercial Officer, Caine & 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**

**1:00 p.m. – 2:00 p.m.**

**Guarding Against Deception,**  
*Curtis Litchfield, CCE, Purina Land O Lakes; Staci Cima, CCE, Springfield Electric Supply Company; Jason Ottenad, CBA, Ferguson Enterprises*

Payment fraud continues to be a major problem for companies. Knowing how to identify the latest fraud schemes, recognize emerging threats and implement effective fraud mitigation strategies is critical to protecting your business' bottom line. Join our panel of experts and learn essential tips and best practices to help you fight fraud. Don't miss this opportunity to gain critical knowledge and protect your organization from the growing threat of business-to-business (B2B) fraud!

**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.

**3:30 p.m. – 5:00 p.m. Reception and Business Meeting**