



The Credit Tour 2025

connected.

CHICAGO

April 24

MEET OUR SPEAKERS

Wanda Borges, Esq
Borges and Associates

Diana Crowe, CGA
 Regional Director
*NACM Southwest and CEO
 The PowerUp Mindset*

**Thomas Fawkes, Brian Jackiw
 and Jason Torf**
 Partners
Tucker Ellis

Matt Fluegge
*VP of Sales and Strategic
 Partnerships,
 UnitedTranzactions*

Chris Kuehl
 Economist
Armada Corporate Intelligence

Meeting Agenda

The Meridian Conference Center
 1701 Algonquin Road
 Rolling Meadows, IL 60008

PRICING:

\$199 members

(Two coupons per company are valid)

\$398 nonmembers

QUESTIONS? Please contact Lillian Novak at
lillian.novak@nacmconnect.org

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Thursday

April 24, 9:00 a.m. – 5:00 p.m. CT

8:45 a.m. – 9:10 a.m. Registration and Coffee Service

9:10 a.m. – Opening Remarks – Phil Lattanzio

9:15 a.m. – 10:15 a.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.

10:30 a.m. – 11:30 a.m.

Credit Application Fraud: Some of the Signs, Preventive Steps & Remedies for the Savvy Vendor

*Thomas Fawkes, Brian Jackiw and Jason Torf,
 Partners, 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!

11:30 a.m. – 12:00 p.m. Name that Service Game Show

12:00 p.m. – 1:00 p.m. Lunch

1:00 p.m. – 2:00 p.m.

Effective Communication: How to say what you mean and mean what you say

*Diana Crowe, CGA, Regional Director, NACM
 Southwest and CEO, The PowerUp Mindset*

We communicate countless times throughout the day, whether it's in video, email, phone, messaging or text. The question is – are we being effective? In this

session, we will review effectiveness tips for every form of communication. We'll review key elements of communication, understanding your audience and adjusting the way you communicate, and how critical proper communication truly is!

2:15 p.m. – 3:30 p.m.

Regulations and Laws To Stay Compliant and Keep Costs Low: Payment Processing

*Wanda Borges, Esq., Borges and Associates and Matt Fluegge, VP of Sales and Strategic Partnerships,
 UnitedTranzactions*

Many trade creditors have implemented various payment processing strategies to improve DSO, reduce costs, and improve operational efficiency, but not understanding payment processing requirements is a pitfall of many merchants.

This presentation will discuss the regulations and laws regarding credit card surcharging, ACH / Electronic Check processing, and alternative payment strategies. Using examples of fellow NACM Members, this session will also discuss how to implement these strategies in a compliant manner to protect your company and to reduce risk and cost.

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

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.

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