



St. Louis

FALL CREDIT CONFERENCE

September 10 & 11, 2025

Register at www.nacmconnect.org



ABOUT THE CONFERENCE

Get ready for an exciting experience at the NACM Connect Fall Credit Conference, where we're diving into the engaging theme of "Undercover Credit!" Step out of the shadows and reconnect with fellow credit professionals in a lively atmosphere. Building upon the success of The Credit Tour 2025, our Spring regional meetings, we're bringing the energy to life with two informative days filled with enriching education, dynamic networking, and a sneak peek at the latest innovations from our partners. Discover new insights and strategies that will elevate your career—don't miss this opportunity!

WHY YOU SHOULD ATTEND

In a rapidly changing credit landscape, staying ahead is essential! The NACM Connect Fall Credit Conference is your secret weapon to navigate the latest developments in laws and technologies reshaping our industry. Join us for an insightful experience where you'll earn Continuing Education Units/Credits and certification points while gaining essential knowledge. This is your opportunity to unlock new clues, connect with industry leaders, and uncover the tools that will propel your career forward. Embrace the excitement—your undercover mission awaits!

YOUR REGISTRATION INCLUDES

- General sessions
- Continental breakfasts and buffet lunches
- Networking receptions
- Exhibit hall entry and contests
- Morning and afternoon breaks and refreshments
- Two full days of concurrent educational sessions

LOCATION

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

HOTEL ACCOMMODATIONS

Hotel reservations can be made at the Sheraton Westport Plaza Hotel St. Louis, 900 Westport Plaza St. Louis, Missouri 63146. **We have a hotel block of rooms for September 9 and September 10.** When calling 888.627.7064 reference NACM Connect Conference to receive the conference rate of \$239/night.

The cut-off date is August 19, 2025.

Reservations received after this date will be accepted on a space and/or rate available basis.

[Click here to book your group rate for NACM Connect St. Louis Conference.](#)

METHODS OF REGISTRATION

Please choose one of the following methods to register for this year's conference. Full payment must be received with your registration, or we can invoice you; but, payment must be received before the event. Be sure to take advantage of one of the team discounts or the early bird rates listed below. Only one option may be selected - early bird or team discount.

ONLINE

www.nacmconnect.org

EMAIL

Complete the enclosed registration form and email it to NACM Connect at registration@nacmconnect.org. Credit card payments can be made upon receipt of invoice.

MAIL

You may send your completed Registration Form with payment to:

NACM Connect
Attn: Credit Conference | Registration
3005 Tollview Drive
Rolling Meadows, IL 60008-3708

TEAM DISCOUNTS

- 5 – 9 attendees
receive a 10% registration discount.
One coupon per person is valid.
- 10 or more attendees
receive a 20% registration discount.
Two coupons per person are valid.

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MEMBER PRICING BY 8.19

\$359 (2 DAY)

\$259 (1 DAY)

AFTER 8.19

\$409 (2 DAY)

\$309 (1 DAY)

NON-MEMBER PRICING BY 8.19

\$718 (2 DAY)

\$518 (1 DAY)

AFTER 8.19

\$818 (2 DAY)

\$618 (1 DAY)

CANCELLATION DEADLINE FOR
A FULL REFUND IS AUGUST 27.

THANK YOU CONFERENCE COMMITTEE

Curtis Litchfield, CCE, Land O'Lakes/Purina Mills, Chair
Zeb Miller, CCRA, TricorBraun Inc., Vice Chair
Dallas Kleiboeker, CBF, MFA Inc.
Brent Heizelman, Consumers Oil and Supply Company
Victoria Simpson, Echo Electric
Staci Cima, CCE, Echo Electric
Lisa Cullen, CCE, CCRA, Daikin TMI LLC

CONFERENCE SPONSORS AND EXHIBITORS

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MOODY'S ANALYTICS
NACM SECURED TRANSACTIONS
NATIONAL TRADE CREDIT REPORT
NCS
NETNOW
SIDETRADE
UNITED TRANZATIONS



DAY 1

WEDNESDAY SEPTEMBER 10

7:30 – 8:00 a.m. REGISTRATION AND BREAKFAST		
8:00 – 8:15 a.m. WELCOME REMARKS <i>NACM Connect President, Phil Lattanzio, CCE</i>		
8:15 – 9:15 a.m. THE CREATOR MINDSET: HOW TO BE MORE CREATIVE AT WORK <i>Opening Keynote Speaker: Nir Bashan</i>		
9:15 – 9:45 a.m. BREAK - FLORENZ		
	MILANO I	MILANO II
9:45 – 11:00 a.m.	BUILDING A CHAMPIONSHIP TEAM <i>Mike Hill, CCE, MiTek Inc.; Jason Mott, CCE, MFA Incorporated</i>	TERMS OF SALE AND COST OF AR <i>Curtis Litchfield, CCE, Land O Lakes</i>
11:00 – 11:30 a.m. BREAK - FLORENZ		
11:30 a.m. – 12:30 p.m.	SCENARIO ANALYSIS AS AN ESSENTIAL TOOL FOR CREDIT RISK MANAGEMENT <i>Sohini Chowdhury, PhD, Moody's Analytics</i>	HOW TO HANDLE DIFFICULT CONVERSATIONS <i>Diana Crowe, NACM Southwest</i>
12:30 – 1:30 p.m. FLORENZ ALL CONFERENCE LUNCHEON		
1:30 – 2:45 p.m.	STANDBY LETTERS OF CREDIT BOOTCAMP <i>Brian Jackiw, Partner, Tucker Ellis LLP Thomas Fawkes, Partner, Tucker Ellis LLP</i>	COST-EFFECTIVE AND EFFICIENT WAYS TO MITIGATE RISK AND PRIORITIZE COLLECTIONS <i>Rich Steinkoenig, NACM Connect; Heidi Jerabek, Foley Equipment Company; Jennera Clark, The Equity</i>
2:45 – 3:15 p.m. BREAK - FLORENZ		
3:15 – 4:30 p.m.	CHALLENGES & SUCCESSES OF EMERGING LEADERS <i>Dallas Kleiboeker, CBF, MFA Incorporated; Victoria Simpson, Echo Electric; Zeb Miller, CCRA, TricorBraun Inc</i>	WHERE IS CHAPTER 11 HEADED IN 2026 AND BEYOND? <i>Andrew Behlmann, Partner, Lowenstein Sandler LLP; Colleen Restel, Partner, Lowenstein Sandler LLP</i>
4:30 – 5:30 p.m. FLORENZ RECEPTION AND NETWORKING EVENT <i>Hosted by the Exhibitors</i>		



DAY 2

THURSDAY SEPTEMBER 11

8:00 – 8:30 a.m.

REGISTRATION AND BREAKFAST

MILANO I

MILANO II

8:30 – 9:45 a.m.

FRAUD UNMASKED: DETECTING THE SIGNS - PREVENTING THE CRIME
Wanda Borges, Esq., *Borges & Associates LLC*;
Matt Fluegge, *United Tranzactions*

AUTOMATION IN CONSTRUCTION CREDIT
Chris Ring, *NACM's Secured Transaction Services*

9:45 – 10:15 a.m.

BREAK - FLORENZ

10:15 – 11:30 a.m.

FINANCIAL STATEMENT ANALYSIS
Curtis Litchfield, CCE, *Land O'Lakes/Purina*

THE ART OF NEGOTIATION
Marc Davenport, *Caine & Weiner*

11:30 a.m. – 12:45 p.m.

FLORENZ | ALL CONFERENCE LUNCHEON - VENDOR BOOTH PRIZES

12:45 – 2:00 p.m.

TECHNOLOGY: MOVING FORWARD WITH AI
Staci Cima, CCE, *Echo Electric*; Erica White, CCE, *Ferguson*; Aaron LeHew, *Esker*

USE DATA TO ALIGN MANAGEMENT AND BOOST YOUR VALUE
Brian Suthoff, *Truvento*

2:00 – 2:15 p.m.

BREAK - FLORENZ

2:15 – 3:30 p.m.

ECONOMIC KEYNOTE-Keith Prather
2026 ECONOMIC CRYSTAL BALL: "ROCK AND ROLL" OR MORE "WAIT AND SEE"?

3:30 – 4:30 p.m.

NETWORKING HOUR



8:15 - 9:15 a.m. | WEDNESDAY

THE CREATOR MINDSET: HOW TO BE MORE CREATIVE AT WORK

Nir is a top business speaker leading innovation for high performing leaders and individuals around the globe.

As founder and CEO of The Creator Mindset® LLC, he helps organizations and leaders foster a culture of innovation with his groundbreaking creativity and problem solving keynote speeches that supercharge business models to improve profitability, increase sales, and boost customer service. He speaks at conferences and events on the creative potential in every single human being on earth.

Nir Bashan speaks about creativity, innovation and problem solving at work, and regularly speaks to some of the most beloved brands on earth such as Rolex and Porsche and many, many more.

He has spent many years working in Hollywood, advertising agencies and writing best selling books on the topic. Nir's biggest compliment comes from attendees using the items they learned about in the keynote immediately when they get back to work and for years after. He lives in Orlando with his family and two fluffy Bernedoodles named Waylon Jennings and Pee Paws (don't ask).



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CLOSING KEYNOTE SPEAKER

2:15 - 3:30 p.m. | THURSDAY

2026 ECONOMIC CRYSTAL BALL: "ROCK AND ROLL" OR MORE "WAIT AND SEE"?



Mr. Keith Prather is a Managing Director and Co-founder of Armada Corporate Intelligence. During his 24 years with Armada, he has briefed Fortune 500 firms providing corporate intelligence, economic forecasting, and insights on changing global dynamics, geopolitics, supply chain issues, and other factors that affect the corporate operating environment.

Keith is a former CFO and is the chief editor for the Flagship, an "Officer of the Watch Report," read by more than 18,000 corporate executives weekly. He and co-founder Chris Kuehl present keynotes on the economy at more than 120 events a year.

This year may not be over, but many firms are turning their attention to 2026 and the impact of tariffs, a tax bill, regulatory easing, government budget cuts and many factors too numerous to track. In this talk, we will try to dust off the economic crystal ball and provide an outlook for 2026, what sectors will be growing, and a few items to watch from a credit perspective.



EDUCATIONAL SESSIONS | DAY 1

9:45 – 11 a.m.

BUILDING A CHAMPIONSHIP CREDIT TEAM

Mike Hill, CCE, MiTek Inc.; Jason Mott, CCE, MFA Incorporated

Jason Mott, CCE, Corporate Credit Manager for MFA Incorporated and Mike Hill, CCE, Director of Credit for MiTek Inc. (Berkshire Hathaway) will be the next two NACM Chairs starting in 2026. Jason and Mike will discuss how they have helped build their credit teams. They will share their playbooks on continuous learning and improvement. With an eye always on future seasons, Jason and Mike will offer what they are doing to help prepare future leaders.

TERMS OF SALE AND COST OF AR

Curtis Litchfield, CCE, Land O'Lakes/Purina

In this session we will be discussing the cost of carrying account receivables. This will include both the real and recognized cost along with the hidden cost. In addition, during this session, cost of extended terms will be discussed and how you can build strategies around those requests.

11:30 a.m. — 12:30 p.m.

SCENARIO ANALYSIS AS AN ESSENTIAL TOOL FOR CREDIT RISK MANAGEMENT

Sohini Chowdhury, PhD, Moody's Analytics

In an environment of increasing global uncertainty, scenario analysis is an essential tool in the credit manager's toolbox. This session will discuss the basic steps involved in scenario analysis. Risk identification is the starting point. This is followed by designing an appropriate scenario to stress those risks. The macro factors from the scenarios are then passed through the company's different business lines to quantify the impact of the scenario on various credit performance metrics such as cashflows, delinquencies, defaults, exposure limits and others.

HOW TO HANDLE DIFFICULT CONVERSATIONS

Diana Crowe, NACM Southwest

At one point in our life or another, we're going to be in a position that requires us to have a difficult conversation. Understanding WHY these conversations have to happen, HOW to actually have the conversation, and WHAT guidelines we should follow will help ensure the conversation goes as smoothly as possible AND brings about the desired results. This session reviews all these elements and incorporates techniques for doing them effectively.

1:30 – 2:45 p.m.

STANDBY LETTERS OF CREDIT BOOTCAMP

Brian Jackiw, Partner, Tucker Ellis LLP; Thomas Fawkes, Partner, Tucker Ellis LLP

Standby letters of credit represent one of the most powerful tools in a credit professional's toolbox to provide payment assurance in the event of a customer default. What makes them particularly attractive, compared to other credit enhancements, is that they are "bankruptcy-proof," meaning that they can be accessed in the event of a bankruptcy and therefore provide creditors with substantial protections against bankruptcy losses. In order for them to be effective, however, they must be properly structured and their requirements must be strictly followed. During this presentation, Thomas Fawkes and Brian Jackiw will provide an overview of standby letters of credit, including how they are created, how they operate, and the steps creditors must take to ensure that they are honored.

COST-EFFECTIVE AND EFFICIENT WAYS TO MITIGATE RISK AND PRIORITIZE COLLECTIONS

Rich Steinkoenig, NACM Connect; Heidi Jerabek, Foley Equipment Company; Jennera Clark, The Equity

Our panel will discuss the different strategies that credit professionals use to drive their working capital and mitigate future risk. The session will include leveraging your NACM benefits and the benefits that our partners offer to help your credit team drive working capital and mitigate future risks. Participants will share best practices and strategies that have brought them success.

3:15 – 4:30 p.m.

CHALLENGES AND SUCCESSES OF EMERGING LEADERS

Dallas Kleiboeker, CBF, MFA Incorporated; Victoria Simpson, Echo Electric; Zeb Miller, CCRA, TricorBraun Inc.

This panel discussion invites emerging leaders to share their successes and challenges in the credit management field. The session is designed by emerging leaders for emerging leaders, with the goal of exploring ways to advance and drive innovation within their organizations. Join this panel discussion to share and gain valuable insights as you shape your future in credit management and move in the direction of your professional goals and aspirations.

EDUCATIONAL SESSIONS | DAY 1

WHERE IS CHAPTER 11 HEADED IN 2026 AND BEYOND?

Andrew Behlmann, Partner, *Lowenstein Sandler LLP*; Colleen Restel, Partner, *Lowenstein Sandler LLP*

Large U.S. companies filed chapter 11 cases at the fastest pace in 15 years in 2024 according to S & P Global Market intelligence and increased filings are expected to continue through the rest of 2025 and in 2026. The speakers will first discuss this increase, the affected industries (including the increase in manufacturer/industrial filings), and the reasons for the increase, including most recently the adverse impact of tariffs and the risk of a global trade war. The speakers will then discuss the impact of repeat chapter 11 filings (Chapter 22), the leading bankruptcy venues for large commercial chapter 11 filings, the continued trend toward fast-paced chapter 11 cases, the critical role that creditors' committees play in maximizing recoveries for trade creditors, and recent developments concerning limiting exposure on preference claims. The speakers will then review the recent slowdown in subchapter V small business bankruptcy filings, the explanation for this slowdown, and recent Subchapter V case law that is a mixed bag for creditors.



EDUCATIONAL SESSIONS | DAY 2

8:30 – 9:45 a.m.

FRAUD UNMASKED: DETECTING THE SIGNS – PREVENTING THE CRIME

Wanda Borges, Esq., *Borges & Associates LLC*; Matt Fluegge, *United Tranzactions*

Fraud impacts the commercial trade credit industry, from the initial credit application to payment. Beginning with the legal definition of fraud, this program has been prepared to equip the credit professional with the knowledge to detect, prevent, and address fraud in the commercial trade credit industry. This program will focus upon:

- Types of Fraud, including check fraud, credit card fraud, and internet/cyber fraud
- Key Indicators of Fraud that you can detect
- Red Flags you should spot
- Best Practices for Fraud Prevention

AUTOMATION IN CONSTRUCTION CREDIT

Chris Ring, *NACM's Secured Transaction Services*

Automation is transforming credit departments but knowing which tasks to automate in construction credit is key to maximizing efficiency without sacrificing control. This session will offer practical insights on which aspects of your construction credit processes benefit most from automation, and which tasks should remain hands-on.

10:15 – 11:30 a.m.

FINANCIAL STATEMENT ANALYSIS

Curtis Litchfield, *CCE, Land O'Lakes*

The analysis of financial statements consists of a mixture of steps and pieces that interrelate and affect each other. No single part of the analysis should be interpreted in isolation. The specific conclusions drawn will be affected by the original objective established at the initiation of the analytical process. Every aspect of a firm's financial condition, operating performance and outlook affects the market value of its shares. This session will bring light to the critical areas of analysis that are required in the credit risk assessment process and introduce the fundamentals of interpretation.

THE ART OF NEGOTIATION

Marc Davenport, *Caine & Weiner*

Negotiation isn't about pressure — it's about mastering conversations that lead to win-win outcomes. For credit and collections pros, this session delivers sharp strategies to move stalled payments, tighten terms, and sharpen your skills. Get ready to boost your performance, overcome resistance, and drive real results.

12:45 – 2:00 p.m.

TECHNOLOGY: MOVING FORWARD WITH AI

Staci Cima, *CCE, Echo Electric*; Erica White, *CCE, Ferguson*; Aaron LeHew, *Esker*

AI is transforming how credit managers operate in a challenging environment. AI can be a tool for communication, data analysis, and risk management. During this panel discussion, learn how credit managers can use AI to become more efficient, effective, and intuitive.

USE DATA TO ALIGN MANAGEMENT AND BOOST YOUR VALUE

Brian Suthoff, *Truvento*

"In God we trust. All others must bring data." This quote from W. Edwards Deming points to the importance of measurement, data and analysis. Clean customer data and analytics increase efficiency, lower risk, demonstrate your value, and help other managers make informed decisions. We'll review key indicators (DSO, DBT, ADD, CEI), their uses, and ways to automate and improve customer and trade data.



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ANDREW BEHLMANN

Partner, Lowenstein Sandler LLP

Andrew Behlmann leverages his background in corporate finance and management to approach restructuring problems, both in and out of court, from a practical, results-oriented perspective. With a focus on building consensus among multiple parties that have competing priorities, Andrew is equally at home both in and out of the courtroom, and he has a track record of turning financial distress into positive business outcomes. Clients value his counsel in complex Chapter 11 cases, where he represents debtors, creditors' committees, purchasers, and investors. Andrew writes and speaks frequently about bankruptcy matters and financial issues.



SOHINI CHOWDHURY, PHD, FRM

Senior Director, Moody's Analytics

Dr. Sohini Chowdhury is a Senior Director with Moody's Analytics. She specializes in applying macroeconomic forecasts, scenarios, and models in different industries such as banking, insurance, government, and asset management. These applications include stress testing such as CCAR/DFAST and ORSA, impairment accounting such as CECL/IFRS9, and asset allocation.

An experienced speaker, Sohini often presents at global industry conferences and roundtables on topics such as economic outlook, industry best practices for managing credit and market risks, portfolio modeling and regulatory mandates. Sohini holds a PhD and a master's degree in economics from Purdue University, and a master's degree in applied statistics from West Chester University in Pennsylvania. She is a GARP® certified Financial Risk Manager (FRM) and has been working at Moody's Analytics since 2011.



WANDA BORGES, ESQ.

Principal, Borges & Associates, LLC

Wanda Borges, Esq. is the principal member of Borges & Associates, LLC, a law firm based in Syosset, New York. For more than forty-five years, Ms. Borges has concentrated her practice on commercial litigation and creditors' rights in bankruptcy matters, representing corporate clients and creditors' committees throughout the United States in Chapter 11 proceedings, out of court settlements, commercial transactions and preference litigation; and serves as compliance counsel to corporations and associations. She is a member and past President of the CLLA and past Chair of its Bankruptcy and Creditors' Rights Sections. She is a member of several bar associations, including the ABA, the ABI and the NYS Academy of Trial Lawyers. Ms. Borges serves on the Board of Directors of the IACC. She is an internationally recognized lecturer and author for attorneys and trade credit grantors on various legal topics including Bankruptcy Issues, the UCC, ECOA, FCRA, antitrust law, and current legal issues such as Credit Card Surcharge issues, Social Media, Cybersecurity and Ethics, and Artificial Intelligence. Ms. Borges is a published author and has received awards for excellence, dedication to her profession, and leadership by several organizations.



STACI CIMA, CCE **Director of Credit, Echo Electric**

Staci Cima is the Director of Credit for Echo Electric and is now on her fourth department transformation. She has over 25 years of experience in public accounting, finance management, and Order-to-Cash management. Staci is a frequent speaker and panelist with an emphasis on process improvement, change management, and technology. Staci has been a member or vendor of NACM Connect for 15 years, participating in various committees and sitting on the Connect governing board, and was selected as Connect member of the year.

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JENNERA CLARK

Loan Portfolio Manager, The Equity

Jennera "JJ" Clark brings 20 plus years of experience in the agriculture industry. Over the years she has worked her way through various positions to gain an overall knowledge of the industry where she was promoted to Credit Manager. Her leadership and skills led her to her current role as the Loan Portfolio Manager in the Credit Department at The Equity. She now oversees 750 plus loans while also maintaining client/sales relations and managing collections.

of experience helping organizations improve sales, performance, and profitability. He has successfully raised capital for entrepreneurs bringing innovative products, services, and production methods to market, driving growth through strategic commercialization.

As AVP of Customer Experience at Caine & Weiner, Marc partners with finance, credit, and collections leaders to uncover the root causes of receivables challenges—whether it's aging A/R, post-acquisition disruption, or limited internal resources. His approach goes beyond traditional vendor relationships, delivering strategic solutions that protect cash flow while preserving valuable customer relationships.



DIANA CROWE

Regional Director, NACM Southwest

Diana Crowe of The PowerUp Mindset and Regional Director for NACM Southwest, creates an inspired and motivated learning environment to bring focused training for professionals looking to advance their careers, improve customer relationships (both internal and external), effectively communicate, and add to and improve their power skills! In addition to her over thirty years in a variety of corporate cultures, Diana holds a Bachelors in Organizational Management and, under her pen name, she has published several full-length novels and is a USA Today Best-Selling Author. She has been featured in podcasts and published articles in NACM Business Credit Magazine and Credit Research Foundation.



THOMAS FAWKES

Partner, Tucker Ellis LLP

Thomas Fawkes is a partner with the law firm of Tucker Ellis LLP in its Chicago office. Tom focuses his practice on bankruptcy, creditors' rights, and financial restructuring matters, representing official committees, unsecured and secured creditors, debtors, financial institutions, post-confirmation trustees, and asset purchasers in Chapter 11 and 7 bankruptcy cases, out-of-court restructurings, and liquidation proceedings throughout the United States. Tom also assists his clients in structuring commercial transactions with a view towards mitigating the risk of future bankruptcy and insolvency losses. Among other honors, Tom has been recognized as an Illinois Leading Lawyer in Bankruptcy & Workout Law: Commercial, and by Chambers and Partners as one of the leading bankruptcy and restructuring attorneys in Illinois.



MARC DAVENPORT

AVP of Customer Experience, Caine and Weiner

Marc Davenport is a serial entrepreneur, wealth strategist, and business leader with over five decades

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MATT FLUEGGE

Vice President of Sales and Strategic Partnerships, United Tranzactions LLC

Matt Fluegge is the Vice President of Sales and Strategic Partnerships with United TranzActions (UTA), and prior to that, was an Executive Consultant with Worldpay. UTA is the nation's largest check and ACH guarantee payments provider, and Worldpay is the world's 2nd largest credit card processor. Matt is a 23-year industry veteran with considerable payment processing and credit card surcharging expertise. He has a Business Administration degree in Finance. In addition to being a national presenter on payment processing topics, Matt works one-on-one with B2B and B2C merchants to provide payment processing services that reduce risk and costs and improve security and operational efficiency. At Uline, he leads a team responsible for reviewing Uline's highest-risk customers and presents to executive management on a bi-weekly basis. He works with management to create new efficiencies for the department and helps develop the analytical skills of team members.

Board. He was awarded the NACM-Gateway Member of the Year in 2014, NACM-Connect Robert M. Healy Award as Credit Executive of the Year in 2021, and NACM CCE Designation of Excellence in 2023. In May of 2025, it was announced at NACM Credit Congress that the National Board voted Mike as Chair-Elect for 2026. He will serve as NACM Chairperson in 2027.



BRIAN JACKIW

Partner, Tucker Ellis LLP

Brian Jackiw is a partner with the law firm of Tucker Ellis LLP. Brian is experienced in bankruptcy and commercial litigation, practicing in courts throughout the country. He has represented plaintiffs and defendants in avoidance actions, complex bankruptcy claim disputes, breach of fiduciary duty actions, and bankruptcy fraud litigation. Beyond litigation in the bankruptcy courts, Brian has experience in general collections and commercial law litigation. Brian has also spent significant time advocating on behalf of general unsecured creditors through his representation of official committees of unsecured creditors. Before becoming an attorney, Brian served as an Officer in the U.S. Army.



MIKE HILL, CCE

Director of Credit, MiTek Inc.

Mike Hill is a Certified Credit Executive (CCE) who is the Director of Credit for a Berkshire Hathaway company MiTek Inc., where he has worked since 2008. He holds a Bachelor of Science in Business Administration from the University of Missouri-St. Louis. Mike attended the National Association of Credit Management (NACM)-Graduate School of Credit & Financial Management at Dartmouth College in 2015. He previously served as Chairperson of both NACM-Gateway in 2014 and NACM-Connect in 2021. Mike currently serves on the NACM-Connect Board as the National Board Representative and is serving his second term as a Director on the NACM



HEIDI JERABEK

Credit Manager, Foley Equipment Company

Heidi Jerabek is a Southern New Hampshire University graduate with a Master's Degree in Accounting w/ Concentration in Management Accounting. Her background includes extensive experience in finance and accounting, customer collections, dispute resolution, and process management. Heidi joined Foley Equipment Company 2022 as Credit Manager. She brings renewed energy to focus on the interconnected areas of risk management, collections, and relationship building. This renewed focus is driven by several factors, including the increasing complexity of regulatory environments, the rise of digital technologies, fraud, and the need to maintain a positive customer

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experience, even during difficult interactions like debt collection.



DALLAS KLEIBOEKER, CBF
Retail Credit and Membership Manager, MFA Incorporated

Dallas grew up on a small farm in Southwest Missouri before heading to the University of Missouri.

While on campus, he studied Agribusiness Management and worked as a Defensive Student Assistant for the football team as well as a Covid Screener at the VA hospital. After graduating in 2021, he started his career with MFA Incorporated as an Input Finance Loan Specialist, and in 2023, he accepted the position of Retail Credit and Membership Manager, which allowed him to get involved in NACM. Dallas obtained his CBA certification in 2024 and his CBF certification a few months ago. He also serves on the Gateway Education Committee, and he is a member of the NACM National Emerging Leaders Thought Discussion Group.



AARON LEHEW
Invoice to Cash Sales Director, Esker

As an Invoice to Cash Sales Manager for Esker, along with 15+ years of experience in manufacturing and distribution, Aaron's background is in process improvement throughout the

Order-to-Cash cycle. Aaron has a passion for serving those looking to move beyond the status quo in order to retain and grow their business. Outside of work, you will find Aaron competing in athletic events, while coaching youth football and baseball.



CURTIS LITCHFIELD, CCE
Senior Credit Manager, Land O'Lakes/Purina

For the majority of his 30-year career with Purina Mills and Land O'Lakes, he has held various roles in Customer

Financial Services. Within Customer Financial Services, his roles have involved managing a centralized and decentralized credit department where his team handles all functions of the credit department from approving new customers, collecting past due balances, and working closely with business partners, sales, and marketing. In addition to managing credit, Curtis also manages the cash application team and the invoicing and document delivery process. Prior to joining Customer Financial Services, he spent 10 years of his career in sales and business development where he prepared and presented financial and business analyses and assisted customers in developing business strategies. Curtis attended the NACM Graduate School of Credit and Financial Management where he obtained his CCE designation.

For the last 8 years, he has been an instructor for NACM Connect in St. Louis. Curtis received the Credit Excellence Award in 2017.



ZEB MILLER, CCRA
Senior Manager, Credit and Vendor Maintenance: TricorBraun Inc

Zeb Miller is currently a Senior Manager of Credit and Vendor Maintenance with TricorBraun Inc – a global packaging leader since 1902 that offers custom and stock packaging solutions. Zeb has over 18 years of experience in the credit and commercial collections industry. Zeb has been involved with NACM since 2016 and is a former Emerging Leader of NACM Connect St. Louis. Zeb has served on the Education and Scholarship committees and was elected to the NACM Chicago Board of Directors in 2024.



JASON MOTT, CCE
Corporate Credit Manager, MFA Incorporated

Jason Mott lives near Clark, Missouri, where he and his wife Becky, along with his grown sons and their families, own and operate a small Polled Hereford and Wagyu cattle operation. After graduating from the University of Missouri in 1996 with a degree in Food

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Science and Human Nutrition, he worked for the Farm Credit System in West Central Missouri for over nine years before moving to Central Missouri in 2007. Mott worked in commercial banking in the Columbia, Missouri area until 2014 when he joined MFA Incorporated as Retail Credit Manager. Mott earned his CCE Professional Designation through NACM in 2016 and has been in the role of Corporate Credit Manager for MFA since 2017. He serves as Chair-Elect on the National Association of Credit Management National Board and is a member of the NACM Heartland Affiliate Board, the Missouri Agricultural Leadership of Tomorrow (ALOT) Board, and the Finance Committee for the Mizzou Alumni Association. Mott's hobbies include spending time with his granddaughters on the farm, watching Mizzou football & basketball, the Kansas City Royals, and the Kansas City Chiefs. He also enjoys hunting and fishing with his family and friends.



COLLEEN M. RESTEL
Partner, Lowenstein Sandler LLP

Colleen Restel advises clients on all aspects of complex financial restructuring matters. She represents creditors' committees, tort claimant committees, individual creditors, post-confirmation fiduciaries, securities plaintiffs, and other interested parties, whom she guides through the development and implementation of innovative solutions and strategies aimed at maximizing recoveries and achieving results. Colleen has a strong track record in bankruptcy-related litigation, involving the investigation, prosecution, and defense of actions against officers, directors, and lenders, including fraudulent transfer actions, as well as representing clients in contested confirmation hearings.



CHRIS RING
National Sales Representative, NACM's Secured Transaction Services

Chris Ring, the National Sales Representative for NACM's Secured Transaction Services, specializes in assisting credit professionals secure their receivables using Mechanics' Lien Laws and Article 9 of the Uniform Commercial Code. Chris consults with members daily, leading them to find the best way to use these credit tools to ensure that they are in the best possible position to get paid. Since 2002, Chris has presented seminars and webinars on both Mechanics' Liens and UCC Filings for companies, NACM Affiliate Credit Conferences, NACM Industry Credit Groups, and CFDD Meetings.



VICTORIA SIMPSON
Credit Analyst, Echo Electric

Victoria Simpson is a Credit Analyst at Echo Electric whose focus is on Customer Service. "You can defeat anything with Kindness" is one of her favorite quotes. With a detail-oriented approach. She is dedicated to moving the finance field forward. Prior to joining NACM Connect, she worked at AccountResource, a staffing agency specializing in accounting and finance placements. She managed two branch offices, opened 3 additional branch offices, including one in Michigan, and pioneered a new division for them specializing in the banking industry.



RICH STEINKOENIG
National Sales Manager, NACM Connect

Rich has been with NACM Connect since 2018 and serves the association as the National Sales Manager. Before the NACM, Rich was a risk specialist at the national account level at Dun & Bradstreet. He was

SEPTEMBER 10 & 11 2025

St. Louis

FALL CREDIT BIOGRAPHIES

also the Global Accounts Receivable Manager at Maui Jim Sunglasses for 13 years. And prior to that, he worked at Dun & Bradstreet as a senior business analyst. Rich has a degree in finance from Western Illinois University.



BRIAN SUTHOFF
Founder and President,
Truvert

Brian Suthoff is the founder and President of Truvert. For small and midsize businesses that extend trade credit to their customers, Truvert provides credit information that saves time and protects privacy through integrated systems. Prior to Truvert, Brian's passion to help businesses innovate using data motivated him to start other businesses. Tally Street provided thousands of accountants and SMBs with customer insights, and Localytics grew to a mobile engagement solution deployed on 2 billion devices. Brian has an MBA from The George Washington University and a Finance & Economics degree from Rockhurst University.



ERICA WHITE, CCE
Regional Credit Manager-
Analytics & Insights,
Ferguson

Erica is a graduate of the University of Missouri, Columbia, and has been with Ferguson since 2005. In 20 years, she has had the opportunity to serve the Credit Department in a variety of roles, most recently as Regional Credit Manager. Erica is also heavily involved in NACM by previously serving as Chair of NACM Connect and was on the NACM National Board. She has also completed her CBA, CBF, and CCE and is a graduate of NACM's Graduate School of Credit and Financial Management. In 2019, Erica was bestowed with the NACM CCE Designation of Excellence Award for her contribution to the credit industry. In 2020, Erica was bestowed with the NACM Connect Credit Executive of the Year award.





ATTENDEE REGISTRATION



St. Louis
FALL CREDIT
CONFERENCE
SEPTEMBER 10 & 11 2025
EARLY BIRD REGISTRATION DEADLINE | AUGUST 19

WEDNESDAY, SEPTEMBER 10

8:15 – 9:15 a.m.	<i>Keynote Session</i> THE CREATOR MINDSET: HOW TO BE MORE CREATIVE AT WORK
9:45 – 11:00 a.m.	<ul style="list-style-type: none">Building a Championship TeamTerms of Sale and Cost of AR
11:30 a.m. – 12:30 p.m.	<ul style="list-style-type: none">Scenario Analysis as an Essential Tool for Credit Risk ManagementHow to Handle Difficult Conversations
1:30 – 2:45 p.m.	<ul style="list-style-type: none">Standby Letters of Credit BootcampCost-Effective and Efficient Ways to Mitigate Risk and Prioritize Collections
3:15 – 4:30 p.m.	<ul style="list-style-type: none">Challenges & Successes of Emerging LeadersWhere is Chapter 11 Headed in 2026 and Beyond?

THURSDAY, SEPTEMBER 11

8:30 – 9:45 a.m.	<ul style="list-style-type: none">Fraud Unmasked: Detecting the Signs - Preventing the CrimeAutomation in Construction Credit
10:15 – 11:30 a.m.	<ul style="list-style-type: none">Financial Statement AnalysisThe Art of Negotiation
12:45 p.m. – 2:00 p.m.	<ul style="list-style-type: none">Technology: Moving Forward with AIUse Data to Align Management and Boost Your Value
2:15 – 3:30 p.m.	<i>Keynote Session</i> 2026 ECONOMIC CRYSTAL BALL: "ROCK AND ROLL" OR MORE "WAIT AND SEE"?

REGISTRATION INFORMATION

Name _____
(Print your name as you would like it to appear on your name badge. Include Designations.)

Company Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Email _____
(An email confirmation will be sent to attendees.)

Mobile Number _____

Do you accept text messages? ☐ Yes ☐ No

PAYMENT INFORMATION

Payment must be received prior to August 27.
Cancellation deadline for a full refund is August 27.
Cancellations received after August 27, will NOT be refunded.

You may choose a team discount or an early bird registration rate, *only one payment option may be selected.*

REGISTRATION FEE

	BY 8.19	AFTER 8.19	
<input type="checkbox"/> Two-Day Registration			
Member	\$359	\$409	\$ _____
Non-Member	\$718	\$818	\$ _____
<input type="checkbox"/> One-Day Registration			
Member	\$259	\$309	\$ _____
Non-Member	\$518	\$618	\$ _____
		Coupons	\$ _____
		Total Cost	\$ _____

Team Discount

- 5 – 9 attendees from the same company receive a 10% registration discount. *One coupon per person is valid.*
- 10 or more attendees from the same company receive a 20% registration discount. *Two coupons per person are valid.*

Please Note: Single attendees may use two coupons for two-day registrations and only one coupon for one-day registrations.

PAYMENT METHOD

- ☐ Please invoice me. Check to be mailed upon receipt of invoice.
- ☐ Please invoice me, I will call with a credit card number (1-800-935-6226)
- or Register and pay online at www.nacmconnect.org

REGISTRATION FORM SUBMISSION

Email to:
registration@nacmconnect.org

Mail to:
NACM Connect Headquarters
3005 Tollview Drive
Rolling Meadows, IL 60008

REGISTER ONLINE AT WWW.NACMCONNECT.ORG



ORLANDO'S EVENT CENTER

2050 DORSETT VILLAGE PLAZA
MARYLAND HEIGHTS, MO 63043

From Lambert International Airport
Highway 70 West to Highway 270 South to the Dorsett exit. At the Dorsett exit, turn right (West) on Dorsett. Go to the first stop light (McKelvey) and turn right. Enter plaza at second left entrance. Orlando's will be straight ahead.

From South County
Take Highway 270 North to the Dorsett exit. At the Dorsett exit, turn left (West) on Dorsett. Go to the first stop light (McKelvey) and turn right (North). Enter plaza at second left entrance. Orlando's will be straight ahead.

From Downtown
Take Highway 40 West to 270 North. Exit at Dorsett. At the Dorsett exit, turn left (West) on Dorsett. Go to the first stop light (McKelvey) and turn right (North). Enter plaza at second left entrance. Orlando's will be straight ahead.

From West County
Take Highway 40 East to 270 North. Exit at Dorsett. At the Dorsett exit, turn left (West) on Dorsett. Go to the first stop light (McKelvey) and turn right (North). Enter plaza at second left entrance. Orlando's will be straight ahead.

From St. Charles
Take Highway 70 East to 270 South. Exit at Dorsett. At the Dorsett exit, turn right (West) on Dorsett. Go to the first stop light (McKelvey) and turn right (North). Enter plaza at second left entrance. Orlando's will be straight ahead.

Parking
On-site parking is complimentary.

SHERATON WESTPORT TOWER HOTEL

910 WESTPORT PLAZA
ST. LOUIS, MO 63146

The Sheraton Westport Tower Hotel is located in Westport Plaza, 910 Westport Plaza Dr., St. Louis, MO 63146. We recommend you use your directions app for the best possible directions.

If you are flying into Lambert International Airport there is a free shuttle service to the hotel that runs from 5:00 a.m. until 10:30 p.m. Call the hotel when you land to arrange for a pickup at 314-878-1500. Cab fare is approximately \$35. The hotel is approximately 2 miles from Orlando's.



St. Louis

FALL CREDIT CONFERENCE

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Electronic Claims Placement
Maximum Dollar Recovery
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Workshops and Seminars
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INSTITUTE OF CREDIT

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Bimonthly e-Newsletter
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OTHER SERVICES

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Online Credit Applications
Retail Account Monitoring
UCC and Mechanics Liens Filings
Sales Tax Management Software



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St. Louis

FALL CREDIT
CONFERENCE

September 10 & 11, 2025

Register at www.nacmconnect.org