



# WE'RE OFF TO THE CREDIT RACES!

## 2026 REGIONAL MEETINGS INDIANAPOLIS: *THE BRICKYARD BOLT*

TUESDAY, APRIL 21st, 2026



### Meeting Agenda

Marriott Indianapolis North  
3645 River Crossing Parkway  
Indianapolis, IN 46240

**REGISTRATION DEADLINE:**  
TUESDAY, APRIL 14TH, 2026

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

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## INDIANAPOLIS: *THE BRICKYARD BOLT*

**POST TIME: Tuesday, April 21st, 9:00 a.m. - 3:30 p.m. ET**



**9:00 a.m. – 9:30 a.m. Registration**

**9:30 a.m. – 9:45 a.m. Opening Remarks – Kelly Hall**

**9:45 a.m. – 10:45 a.m.  
The Power of Purpose-Driven Business: The Business Case for Social Impact**  
*Matthew D. McGowan, CSP, Director, Social Impact, Staffmark Group*

This presentation explores why social impact is no longer just a moral imperative—it's a strategic advantage that drives measurable results for organizations, their clients, employees, and communities. Matthew McGowan will share insights into how purpose-driven initiatives strengthen talent pipelines, increase employee engagement and retention, and enhance client relationships. Using Staffmark Group's RGF Connect initiative as a real-world example, he will demonstrate how social impact initiatives create value across multiple stakeholder groups, benefiting organizations, employees, clients, and communities alike.

**10:45 a.m. – 11:00 a.m. – Break**

**11:00 a.m. – 12:15 p.m.  
How To Make A Sound Credit Decision**  
*Tina Tucker, Accounts Receivable Manager, Calumet Specialty Products; Staci Cima, CCE, Director of Credit, Echo Electric; Terri Eggebeen, Manager Credit and Collections, Fechheimer Brothers Co.*

In this interactive workshop, random scenarios for credit requests will be worked out by the attendees with the assistance of the facilitator. Join us for what promises to be a fun session that will test what you know about credit decisions while learning new ways to assess your customers' requests.

**12:15 p.m. – 1:00 p.m. Lunch**

**1:00 p.m. – 1:15 p.m. NACM Connect Update – Dorann Guenard**

**1:15 p.m. – 2:15 p.m.  
Credit Leadership Excellence: Essential Traits for Success**  
*Terri Eggebeen, Manager Credit and Collections, Fechheimer Brothers Co.*

In today's rapidly evolving financial landscape, effective credit leadership is more crucial than ever. Join us for an engaging session where we will explore the essential traits that define successful credit leaders, including Visionary Thinking, Strategic Decision-Making, Emotional Intelligence, Adaptability, and Integrity and Accountability. Whether you're looking to refine your own leadership style or empower your team, this session will provide actionable insights and practical strategies to elevate your credit leadership excellence.

**2:15 p.m. – 2:30 p.m. – Break**

**2:30 p.m. – 3:30 p.m.  
Change Management with a Technology Twist**  
*Staci Cima, CCE, Director of Credit, Echo Electric*

Change is inevitable—but success is not. In today's fast moving business environment, organizations are under constant pressure to transform while keeping operations running, cash flowing, and people engaged. This session explores what change management really looks like when technology and automation are introduced into mission critical functions like credit, order to cash, and finance.

Drawing on real world experiences, this session goes beyond theory to address the human, operational, and technological realities of transformation. Attendees will hear practical “war stories” that highlight why even well planned initiatives can struggle—and what separates successful change from stalled adoption. The discussion will cover common barriers such as fear, resistance, communication overload, and competing priorities, as well as proven strategies to overcome them.