NACM CONNECT
National Association of Credit Management
Driving results

ZOOM MEETING

GUEST PRESENTER:
Melanie Albert, COO at Credit Pulse.

EAST COAST BEST PRACTICES DISCUSSION GROUP

About the Best Practices Discussion Group

Unlike traditional credit groups, the NACM Best Practices Discussion Group is not industry specific. Your entire company may attend each meeting including your associates, members of the credit department and even the CEO of your organization. Any NACM Connect member company is welcome to join the group. Each meeting will discuss best practices and no specific customers will be mentioned.

About the Group Meetings

The Group meets six times a year. We will focus on various credit-related topics relevant to today's business professional. NACM personnel, a member company or guest speaker will facilitate the meeting.

Objectives of the Best Practices Discussion Group

- Determine necessary improvements for your credit and/or accounting departments and organization.
- Analyze how other organizations achieve high performance levels.
- Use gathered information to enhance your company's performance.

MEETING DATE:
Wednesday, September 9, 2026
10:00 a.m. - 11:00 a.m. ET

MEETING TOPIC:

"When AR + Credit Data Disagree"

The session will explore what credit teams can learn by comparing how a customer pays them with how that same customer is behaving across the broader market.

- Customers who look perfect in your AR but are deteriorating everywhere else
- Healthy customers who pay other suppliers on time but consistently stretch your terms
- Large accounts that are quietly moving more business to other suppliers

MELANIE'S BIO:
Melanie Albert is Chief Operating Officer of Credit Pulse, where she helps finance and credit teams modernize how they assess and extend credit. Her background is in scaling operations at fast-growing companies, turning manual processes into reliable systems and leading the teams through the change required to adopt them.

Ready to Join? Contact:
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