

# 2024 ST. LOUIS ANNUAL MEETING

IT FEELS GOOD TO RECONNECT...



THURSDAY  
MAY 9

START AT 9:15 AM

*Join us to learn and network with your peers and leaders in the commercial credit profession.*

SPEAKERS



**Matt Fluegge**  
Executive Consultant  
Worldpay



**Bryan Pederson**  
Assistant Vice President  
Sidetrade



**James Brown**  
Founder and Owner  
BKwire.com



**Jason Torf**  
Partner  
Tucker Ellis LLP



**Brian Jackiw**  
Partner  
Tucker Ellis LLP

## NACM CONNECT ANNUAL MEETING

### MEETING AGENDA

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

[WWW.NACMCONNECT.ORG](http://WWW.NACMCONNECT.ORG)

**QUESTIONS?** Please contact Lillian Novak at [lillian.novak@nacmconnect.org](mailto:lillian.novak@nacmconnect.org)

# THURSDAY MAY 9

## 9:15 A.M. — 5 P.M. CDT

**9:15 A.M. - 9:30 A.M.**

**OPENING REMARKS**

*Phil Lattanzio, CCE, President & COO  
NACM Connect*

**9:30 A.M. – 10:30 A.M.**

**Credit Card Fraud**

*Matt Fluegge, Executive Consultant, Worldpay*  
Credit card fraud is a risk that merchants are exposed to when accepting credit cards as a form of payment. This risk varies based on the environments in which card payments are accepted and the merchant’s industry type. The presentation will discuss these risks and mitigation considerations.

**10:45 A.M.– 12:00 P.M.**

**The Impact of Bankruptcies - Deeper than You Think**

*James Brown, Founder and Owner, BKwire.com*  
In the year 2023, more than 18,000 businesses filed for bankruptcy, which affected over 400,000 creditors. Such bankruptcy filings can have significant impacts on your company, and it’s crucial to be aware of the potential risks. If one of your customers files for bankruptcy, it can negatively affect your business, and the impact can even extend beyond that if your customer’s customer also files for bankruptcy. In this session, we will delve into this topic in greater detail and learn how to use data to uncover the hidden effects of bankruptcy filings on your business. It’s important to take proactive measures to safeguard your company and arm yourself with the knowledge you need to mitigate the risks and protect your business in the long run.

**12:00 P.M. – 1:00 P.M.**

**LUNCH**

**1:00 P.M. – 2:00 P.M.**

**Customer Billing Portals - Turn Pain to Gain**

*Bryan Pederson, Assistant Vice President, Sidetrade*  
In this session we will be covering the current landscape of customer billing portals. What are they supposed to do for suppliers? What don’t they do? What should integration and interoperability look like? We will focus on 5 areas for the best path to success.

**2:15 P.M – 3:30 P.M. AI and the Credit Department**

*Jason Torf and Brian Jackiw, Partners  
Tucker Ellis LLP*

While artificial intelligence (AI) has been around for decades, there have been enormous advances in the technology over the past several years that have now made it viable for business applications, including credit. AI stands to transform the credit industry as we know it, and the benefits of AI are apparent: automation of customer onboarding and underwriting, predictive analytics, data management, collections, and forecasting is now possible, which could in the future substantially expedite decision making and reduce credit department labor costs. There are, however, substantial risks: the technology is still developing, is still prone to errors, and cannot – at least at this time – navigate around unforeseen events and replace the experience and judgment of tenured (human) credit professionals. During this presentation, we will discuss the benefits and opportunities of integrating AI into your company’s credit function, along with the legal and business risks and challenges associated with the current AI technology.

**3:30 P.M – 5:00 P.M. BUSINESS MEETING & RECEPTION**

## SPONSORS

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	Credit Workbench	dun & bradstreet	EMAGIA	ESKER
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	nuvo	SIDETRADE	UTA Worldpay	
<b>GOLD</b>	Careers IN CREDIT			
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**CEU points and CCE recertification points are available for all educational sessions.**

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**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.

**ALL REGISTRATIONS ARE TAKEN ONLINE AT WWW.NACMCONNECT.ORG**