



**Educate**

**Engage**

**Experience**

**Educate**

Three concurrent education sessions with opportunities for all levels of knowledge

**Engage**

Three days of networking events designed to engage your team

**Experience**

Three keynote speakers to motivate, inspire, and keep you and your team laughing

**October 9-11, 2022**

Join us for the NACM All South Credit Conference at Lone Star Park in the Dallas/Fort Worth suburb of Grand Prairie, Texas. This popular horse racing venue provides a unique opportunity for you and your team to **Educate, Engage, and Experience.**

The Arlington Sheraton Hotel is our housing partner. Charter bus service will be available each morning and afternoon between the venues.

Mitigate your risk with the power of your NACM network!



[Click to book your room!](#)



**\$299 Early Bird until August 15, 2022**

**EARLY BIRD DISCOUNT**







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# Education Sessions

**Sunday, October 9th**

4:30 - 7:30 PM  
Concourse

**Opening Reception! Join us for hot treats and cold beverages as we learn how to Play the Ponies during this Simulcast Racing event!**

**Monday, October 10th**

7:30 - 8:30 AM  
Concourse

**Hot Coffee and Continental Breakfast**

8:30 - 9:30 AM  
Stadium Seating

**Keynote Speaker**

10:15 AM

Alysheba Room

**Speakers:**  
Wanda Borges, Esq.  
Matt Fluegge  
Michael Williams

## **Credit Card Surcharge Solutions**

The subject of credit card surcharging has generated a great deal of interest and confusion in the payment industry. In this session, United TranzActions and Worldpay, will help navigate you through some of the rules and answer many of the questions posed by its customers.

- What is a credit card surcharge?
- Are there limits to the amount that a merchant may surcharge?
- Are there any items to consider before implementing surcharging?
- Can a merchant add a surcharge fee whenever they want?
- Are merchants required to disclose the surcharge fee to their customers?
- Credit card surcharges vs. convenience fees

10:15 AM  
Meeting Room

**Speakers:**  
Toni Drake, CCE  
Jay Tenney

## **Identifying Fraud & Mitigating Risk**

Trade receivables are frequently the largest liquid asset on a company balance sheet. Tasked with turning the receivables into cash, credit professionals are faced with multiple risk factors. This session will address the tools available and their effectiveness as we discuss common reasons for payment delays.

10:15 AM  
Dash For Cash Room

**Speaker:**  
Chris Myers

Executive Track

## **Employment Trends: The Changing Workplace**

COVID-19 tossed an unexpected curveball into the labor market, and everyone is still trying to understand exactly what it means for the future of employment. In this session, we'll look at current and potential workplace trends, including flexible work schedules, remote work, work-life balance, as well as employee and employer expectations. How will the new market affect your role, responsibilities, and your financial future?





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# Education Sessions

Monday, October 10th

11:30 AM  
Concourse

Enjoy a Horseman's BBQ Lunch on the Concourse!

12:45 PM  
Alysheba Room

## Credit Report Product Innovation

Join your credit report providers, in this speed dating presentation format, as they each present their solutions for your credit management challenges.

\* CIC Credit \* Dun & Bradstreet \* Equifax \* Experian \* NACM NTCR

12:45 PM  
Meeting Room

## 35 Years of Making Debtors Pay

SSSSHHH!! Collection Secrets from a Grizzled Attorney

Speaker:  
Randall K. Lindley,  
Esq.

### Post-Judgment Discovery

- Asset Searches
- Social Media/Internet Searches
- Depositions
- Financial Record Subpoenas
- Subpoenas to Obtain Third-Party Information About Assets

### Legal Collection Remedies

- Garnishments
- Sequestrations
- Turnover Actions
- Charging Orders
- Judgment Liens
- Judicial Foreclosure Action

12:45 PM  
Dash For Cash Room  
Speakers:  
Chris Rios & Ian Logan

Executive Track

## Automation, Automation, Automation

Artificial Intelligence has made its way to the credit industry. It's not new technology, but it's improving at an exponential rate. Is your company ready to step into the future? Discuss automation solutions available in the marketplace and ask the questions that make your company hesitant to implement this technology. Find out what it will take for your credit department to begin the adoption process as painlessly as possible.

2:30 PM  
Alysheba Room  
Speaker:  
Wanda Borges, Esq.

## Business Fraud & Cybersecurity Best Practices

Since the onset of the pandemic, the majority of businesses have employees working from home. Even as the states have reopened from the mandated "lockdown", many companies and employees alike found advantages to working remotely. Home computers or other remote locations are more vulnerable than ever to cyberattacks.

Organizations need to build people-centric cybersecurity strategies. Increasingly risky websites are being transmitted through corporate emails. We will discuss some of the newest trends in cyberattacks which are continually evolving and growing. Ransomware can hit in seconds. Credit card use is higher than ever, and some cybercrime groups live to target payment card information. Business email compromises ("BEC") became the number one cybercrime in 2020 and continue to remain at the top of the list. This program has been designed to offer real-life examples and practical steps which may be taken to thwart business fraud and cybercrime.





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# Education Sessions

Monday, October 10th

2:30 PM

Meeting Room

Speaker:

Toni Drake, CCE

## **Financial Statement Analysis: COVID-19, Inflation, and Global Turmoil**

From the creative application of GAAP Accounting Rules to completely fraudulent transactions, financial statement manipulation is an ongoing concern. Add a healthy dose of COVID-19, inflation and global turmoil and the stakes are even higher. The way in which a company reports its financial statements can affect the quality of earnings and mislead the reader about the financial strength of a company. This session will provide you with some quick and simple steps to help determine the quality of earnings in a financial statement so you can decide if you should ask more questions....or walk away.

2:30 PM

Dash for Cash Room

Speaker:

Rebecca Hicks, Esq.

Executive Track

## **Laws of Exceptional Leadership**

Leadership is not a rare talent that only a few lucky folks possess, it is a learnable skill. Anyone can become an exceptional leader with the right tools. In this session we will:

- Examine what leadership actually means. It is not about being in charge, but taking care of those in your charge.
- Learn the best leadership skills that you can use right now to motivate your team and inspire action.

Examine the mental, emotional, and physical qualities essential to building a great credit team.

4:00 - 7:00 PM

Finish Line

**Join us on the Finish Line as we end the day with fun games, cold beverages and food trucks!**

Tuesday, October 11th

7:30 - 8:30 AM

Concourse

**Hot Coffee and Continental Breakfast**

8:30 AM

Alysheba Room

Speaker:

Chris Ring

## **Job Information and the Infrastructure Bill**

As infrastructure projects are commencing it's important to understand what job information you will need to gather to mitigate risks on these projects. Many infrastructure projects will not have a physical address, rather a description of where the work will take place (roads, highways, freeways, bridges, etc.). Confirming the scope of work on these types of projects is critical and we'll cover how best to obtain that information. What about the infrastructure projects that will be funded via a Public/Private/Partnership (P3)? What states will require that the general contractor post a payment bond for these projects? Which federal projects covered by the Federal Miller Act do not require the General Contractor post a payment bond for Federal P3 projects? We'll cover these and many other topics related to infrastructure projects during this session.





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# Education Sessions

Tuesday, October 11th

8:30 AM

Meeting Room

Speaker:

Chris Jameson, Esq.

## **Dominate Mediation; Don't Settle for Less**

Don't miss this one! You have not earned your stripes as a Credit Professional until you have been to mediation. The courts are busier than ever and the opportunity to mediate an offer can save your company time and money. Many courts require parties to attend mediation before a case goes to trial. A seasoned Commercial Collections Attorney will present funny and outrageous real life mediation stories. Chris Jameson will walk you through an introduction to mediation, how to be prepared and how to evaluate a settlement offer. Mediation can be an effective tool to resolve a disputed account, and every Credit Professional needs to be familiar with the process.

8:30 AM

Dash For Cash Room

Speaker:

Karen Hart, Esq.

Executive Track

## **Cryptocurrency, NFT's, and the Metaverse: Office of the Future?**

Join attorney Karen L. Hart to learn about cryptocurrency, NFTs and the developing metaverse platforms. How they came to be, what they are and will be used for, and how they will change the world. Will these technologies and platforms change how you do business, how and whether your company will be paid, and how your credit department operates? How will they impact your bottom line? What will be the risks and rewards of adopting these new, big ideas and embracing change in your business? Are you ready for the office of future? Join us to find out!

10:00 AM

Alysheba Room

Speakers:

Gina Calabrese-Sylvester, CGA, CMP & Tony Clark, CGA

## **National Trade Credit Report (NTRC) Updates & Enhancements**

The NTRC and NACM share a common vision: empower credit professionals with information and tools that lead them to success in their credit decisioning and credit management roles.

By leveraging data contributed by members for members, the NTRC brings fresh, targeted, relevant data to users of each report. NTRC tools help drive efficiency and support credit success: We will take a stroll through the newly redesigned website and discuss how to use Insight2 and Insight3 reports in your decision-making process. We will discover different ways to use the Portfolio Risk Analysis to your advantage and how to target low- and high-risk customers.

10:00 AM

Meeting Room

Speaker:

Jason Walker, Esq.

## **Texas Bonds & Liens**

In this session we'll review the changes to the Texas lien law for contracts entered into after January 1, 2022. Review notice deadlines and statutory requirements to secure your right to get paid. Understand your rights and responsibilities under Texas' bond and lien laws for protecting your interests in both private and public projects.





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# Education Sessions

Tuesday, October 11th

12:45 PM

Dash For Cash Room

Speaker:

Lynnette Warman, Esq.

Executive Track

## **Bankruptcy: What's on the Horizon?**

With the end of 2022 on the horizon, this session will provide a brief overview of bankruptcy activity year-to-date. Then we're going to look into our proverbial crystal ball and ...have some wild discussion! Learn what the industry experts, the economists, and the Fed are predicting about the remainder of 2022 and into the next year. What are the bankruptcy trends, the forecasts, and the expectations? Buckle up, it's predicted to be a bumpy ride!

11:30 AM

Concourse

## **Enjoy a Southwest Stakes Lunch on the Concourse!**

12:45 PM

Alysheba Room

Speaker:

Diana Crowe, CGA

## **The Necessity of Networking**

Like it or not, networking is a critical component on our road to success. But it can be very challenging to know the best way to make those important connections and develop relationships that enrich us both personally and professionally. Join us as we review some of the common obstacles to effective networking and share tips, tricks, and tools to help you make the most of those networking opportunities.

12:45 PM

Meeting Room

Speaker:

Kevin Wiley, Jr., Esq.

## **I'm in Paris, Texas but My Product is in Paris France Credit & International Business Transactions**

This session will focus on how credit managers can secure their assets when their clients and/or assets are located in foreign countries. Topics will include how supply chain issues are affecting global markets, including the increased price of lumber, steel, fuel, concrete and other materials, the lingering effects of the pandemic, and the conflict in Ukraine.

12:45 PM

Dash For Cash Room

Speaker:

Chris Kuehl, PhD.

Executive Track

## **Now What?? 2023 Economic Outlook - Part One**

After three tumultuous years in a row - what can we expect in the coming months? Will inflation ease? Is there really a recession in the offing? Will there be yet another "black swan" event?

There are trends emerging for both Optimists and Pessimists.





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# Education Sessions

Tuesday, October 11th

2:15 PM

Alysheba Room

Speaker:

Matt Jameson, Esq.

## **First Impressions: The Importance of the Credit App and Terms**

*This session will provide an overview of credit applications and an explanation of common terms and conditions. Matt will discuss what information needs to be in your credit applications and why you need it. He will provide easy to understand explanations of common credit terms and conditions and real life "war stories" of how your terms and conditions can save the day. The session will also discuss what to do when a customer requests changes to your contract terms and tips for responding. Finally, this session will discuss personal guarantees and offer suggestions for improving your credit application.*

2:15 PM

Meeting Room

Speakers:

Gina Calabrese-

Sylvester, CGA, CMP,

Paul Krause, Tracey

Lerminiaux

## **NACM: What's In It For Me??**

*You're an NACM member - congratulations! But are you taking advantage of all of the products and services NACM provides to make you a success?*

*Join our team of NACM professionals as Toni Drake, CCE facilitates a lively discussion of NACM's membership benefits.*

2:15 PM

Dash for Cash Room

Speaker:

Chris Kuehl, PhD.

Executive Track

## **Let's Continue the Discussion: 2023 Economic Outlook - Part Two**

*Following up his economic outlook presentation, Dr. Chris Kuehl will lead an interactive discussion with our Executive Track attendees about their economic thoughts, opinions, and impressions. Gain insight from your colleagues in other industries about where the economy is flourishing, where it is struggling, and what their economic expectations are for 2023.*

3:45 PM

Stadium Seating

Speaker:

BLAME the Comic & Friends

## **End the Work Day with a Laugh!**

*Blame The Comic has been in the comedy business since mid 2002. He likes to think of himself as the most known unknown! This comic's name can be read in two ways: Blame the Comic or "Blame" (v.) the Comic, which is exactly what he wants you to do because you never really know where this comic is coming from.*

5:00 - 9:00 PM

Concourse

## **Let's Keep the Fun Going! A Lone Star Park Casino Event**

*Who's feeling lucky?? Join us for dinner and a chance to win prizes, prizes, and more prizes! NACM will spot you a handful of chips, you'll use your skills at the casino table to turn those chips into a pile of chips. Lots of chips = lots of chances to win!*