NACM | CONNECT
National Association of Credit Management
Driving results

The CREDIT RACES!

2026 Fall Credit Conference

CHICAGO

Post Time: October 21-22, 2026
at the Meridian Banquet and
Conference Center, Rolling Meadows, IL

REGISTER NOW | www.nacmconnect.org

ABOUT THE CONFERENCE

Get ready for an exciting experience at the NACM Connect Fall Credit Conference, where we're bringing the thrill of The Credit Races to life! Join fellow credit professionals as we gather at the starting gate for two days of enriching education, valuable networking, and fresh industry insights. Building on the success of the beginnning of our Credit Races, our Spring Regional Meetings, the Chicago Credit Conference will feature expert-led sessions, meaningful connections, and a first look at innovative solutions from our partners. Whether you're looking to gain a competitive edge, discover winning strategies, or expand your professional network, you'll find plenty of opportunities to stay ahead of the field. Don't miss your chance to make a strong run towards success at this premier industry event!

WHY YOU SHOULD ATTEND

In a rapidly changing credit landscape, staying ahead of the competition is essential! The NACM Connect Fall Credit Conference gives you the insights and tools you need to keep pace with evolving laws, technologies, and industry trends while earning Continuing Education Units/Credits and certification points. Connect with industry leaders, discover creative solutions, and acquire competitive advantages to help accelerate your success. The gates are open—don't miss your opportunity to make a winning run at The Credit Races!

YOUR REGISTRATION INCLUDES

- General sessions
- 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

Meridian Banquet & Conference Center
1701 W. Algonquin Road
Rolling Meadows, IL 60008

HOTEL ACCOMMODATIONS

Hotel reservations can be made at the Aloft Chicago Schaumburg, 3407 Algonquin Rd., Rolling Meadows, IL 60008. **We have a hotel block of rooms for October 20 and October 21.** When calling 847.259.5000 reference NACM Connect Conference to receive the conference rate of $145/night. ***We highly recommend booking the hotel through the reservation link. Please do not call Marriott directly to book your hotel room because they are unable to honor our group rate.*** **The cut-off date is September 20, 2026.**

Here is the link to make your hotel reservations:
Book your group rate for NACM Connect Fall Credit 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
2500 W. Higgins Rd. Suite 780
Hoffman Estates, IL 60169

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.

2026 The Credit Races | Chicago Credit Conference

MEMBER PRICING BY 9.15

$399 (2 Day)
$289 (1 Day)

AFTER 9.15

$449 (2 Day)
$339 (1 Day)

NON-MEMBER PRICING BY 9.15

$798 (2 DAY)
$578 (1 DAY)

AFTER 9.15

$858 (2 DAY)
$638 (1 DAY)

VIRTUAL MEMBER

$269

NON-MEMBER

$538

CANCELLATION DEADLINE FOR A FULL REFUND IS OCTOBER 7.

THANK YOU CONFERENCE COMMITTEE

Brittany Acone, CBA, CICP,
Seaboard International Forest Products, Chair

Staci Cima, CCE, Echo Electric, Vice Chair

Erica White, CCE, Ferguson Enterprises

John Jaeger, CCE, Retired

Logan Sloop, CBA, Charlotte Pipe & Foundry Co.

Angela Kinsel, Echo Electric

Matt Mezger, Uline, Inc.

Brittany Whitehead, Border States

Luz Moreno, CCE, CICP, Panasonic Corporation of America

Nicole Schade, Diamond Plastic Corp.

CONFERENCE SPONSORS AND EXHIBITORS

SPONSORS

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Careers in Credit
National Trade Credit Report
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NCS
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Nuvo
Sidetrade
United TranzActions

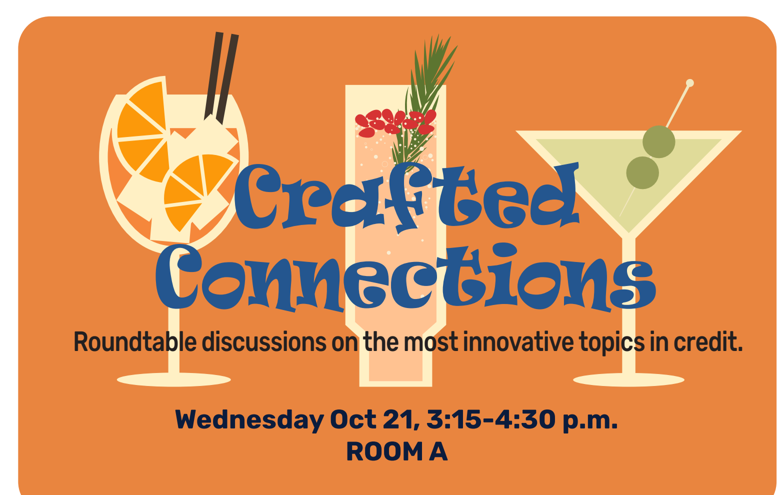
DAY 1 WEDNESDAY OCTOBER 21

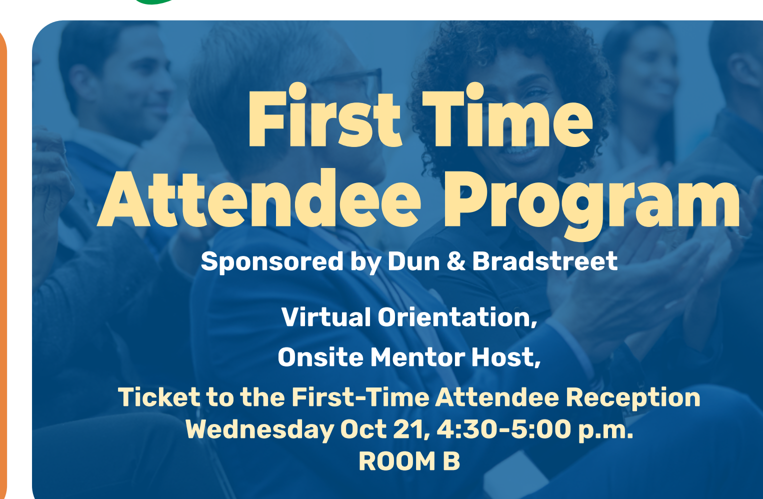
7:30 - 8:00 a.m.	**REGISTRATION - FOYER**		
8:00 - 8:30 a.m. **8:15 - 8:30 a.m.**	**PLATED BREAKFAST - ROOM A** **WELCOME REMARKS** *NACM Connect President, Phil Lattanzio, CCE* **- ROOM A**		
8:30 - 9:30 a.m.	*Opening Keynote Speaker:* **GENEVIEVE PITURRO:** *Purpose, Passion, and Pajamas: The Power of Human Connection to Transform B2B Credit (in person only)* **- ROOM A**		
9:30 -10:00 a.m.	BREAK - Foyer		
	ROOM B	**ROOM C**	**ROOM D**
10:00 - 11:00 a.m.	**AI IN CREDIT: WHAT WORKS IN PRACTICE** Melanie Albert, *Chief Operating Officer, Credit Pulse*	**A DEEPER DIVE INTO THE POWER OF PASSION, PURPOSE, AND HUMAN CONNECTION** Genevieve Piturro, *Keynote, Founder & Author*	**FINANCIAL STATEMENT ANALYSIS - PART 1** Amy Cook, CCE *(in person only)*
11:00 - 11:30 a.m.	BREAK - Foyer		
11:30 - 12:30 p.m.	**BEST PRACTICES IN SETTING CREDIT LIMITS: A PANEL DISCUSSION** **Deb Rollman,** *CICP, Corporate Credit Manager, Burnham Holdings;* **Caroline Perkins,** *CCE, Manager, Credit, Mickey Thompson Tires;* **Brittany Acone,** *CBA, CICP, Credit Manager, Seaboard International Forest Products*	**USING ARTIFICIAL INTELLIGENCE TO NAVIGATE A BANKRUPTCY CASE** Wanda Borges, Esq., *Borges & Associates, LLC*	**FINANCIAL STATEMENT ANALYSIS - PART 2** Amy Cook, CCE *(in person only)*
12:30 - 1:30 p.m.	ROOM A | ALL CONFERENCE LUNCHEON SPONSORED BY HANDLE		
1:30 - 2:45 p.m.	**NATIONAL TRADE CREDIT REPORT & TOOLS FOR A MORE EFFICIENT CREDIT DEPARTMENT** Gina Calabrese Sylvester, *CMP, CGA, Executive Vice President, NACM Tampa*	**PRIVATE EQUITY OVERVIEW: LEGAL CHALLENGES AND CREDIT RISK** Ryan Steiner, *Corporate Credit Manager, Olympic Steel;* Michael Papandrea, *Partner, Lowenstein Sandler LLP*	**CASH FLOW ANALYSIS** John Jaeger, CCE *(in person only)*
2:45 - 3:15 p.m.	BREAK - Foyer		
3:15 - 4:30 p.m.	**ROOM A** Crafted Connections Roundtable discussions on the most innovative topics in credit.		**CASE STUDY** John Jaeger, CCE *(in person only)*
4:30 - 5:30 p.m.	**NETWORKING HOUR IN THE EXHIBIT HALL — OPEN BAR** *Hosted by the Exhibitors*		
4:30 - 5:00 p.m. **5:00 - 5:30 p.m.**	**FIRST TIME ATTENDEE RECEPTION - ROOM B | SPONSORED BY DUN & BRADSTREET** **FIRST TIME ATTENDEES JOIN NETWORKING HOUR IN EXHIBIT HALL**		

DAY 2 THURSDAY OCTOBER 22

8:30 - 9:00 a.m.	**BREAKFAST AND REGISTRATION - FOYER**	
	ROOM B	**ROOM C**
9:00 - 10:00 a.m.	**FROM STARTING GATE TO STATE: THE UNCLAIMED PROPERTY RACE** **Taylor Barnett,** *Senior Manager, Baker Tilly Advisory Group, LP;* **Olha Bosnova,** *Senior Associate, Baker Tilly Advisory Group, LP*	**CREDIT DECISIONS IN ACTION: A WORKSHOP FOR ASSESSING RISK** **Matt Mezger,** *CBA, CCRA, CICP, Credit Assistant Manager, Uline*
10:00 - 10:30 a.m.	**BREAK - Foyer**	
10:30 - 11:45 a.m.	**IDENTITY CRISIS: RISKS AND BEST PRACTICES WHEN DOING BUSINESS WITH NEWLY ACQUIRED ENTITIES AND CONGLOMERATES** **Bruce S. Nathan, Andrew Behlman & Michael Papandrea,** *Partners, Lowenstein Sandler LLP*	**A PANEL ON HOW TO MANAGE THE TENSION BETWEEN CREDIT AND SALES** **Nicole Schade,** *Senior Credit Analyst, Diamond Plastics Corporation;* **Heather Lockwood,** *Sales Representative, Specified Utility Associates, Inc.;* **Robyn Gisick,** *Customer Accounts Manager, SumnerOne*
11:45 - 12:45 p.m.	**LUNCH**	
12:45 - 1:45 p.m.	**THE ART OF NEGOTIATION: VOLUME 2** **Marc Davenport,** *AVP of Customer Experience, Caine & Weiner*	**NOTICES, LIEN WAIVERS, AND MECHANICS LIENS: IS YOUR PROCESS (AND YOUR MAIL) KEEPING UP?** **Alec Papesch,** *Director of Strategic Partnerships, NCS Credit*
1:45 - 2:15 p.m.	**BREAK**	
2:15 - 3:30 p.m.	*Closing Keynote Speaker:* **CONRAD RAGAN -** *Risk Profiles Deep Dive: Key Trends Shaping Future Outlook (in person only)*	
3:30 - 4:30 p.m.	**NETWORKING HOUR**	

WHAT'S NEW THIS YEAR NACM CONNECT

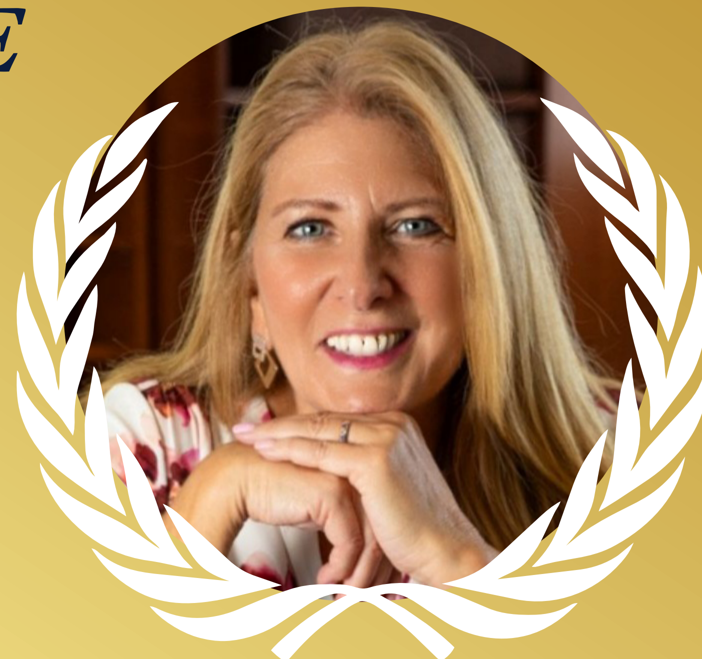




OPENING KEYNOTE SPEAKER

8:30 - 9:30 a.m. | WEDNESDAY | Room A

GENEVIEVE PITURRO



Purpose, Passion, and Pajamas: The Power of Human Connection to Transform B2B Credit.

What if the key to lasting impact comes down to one timeless truth: *People Power Everything That Matters.*

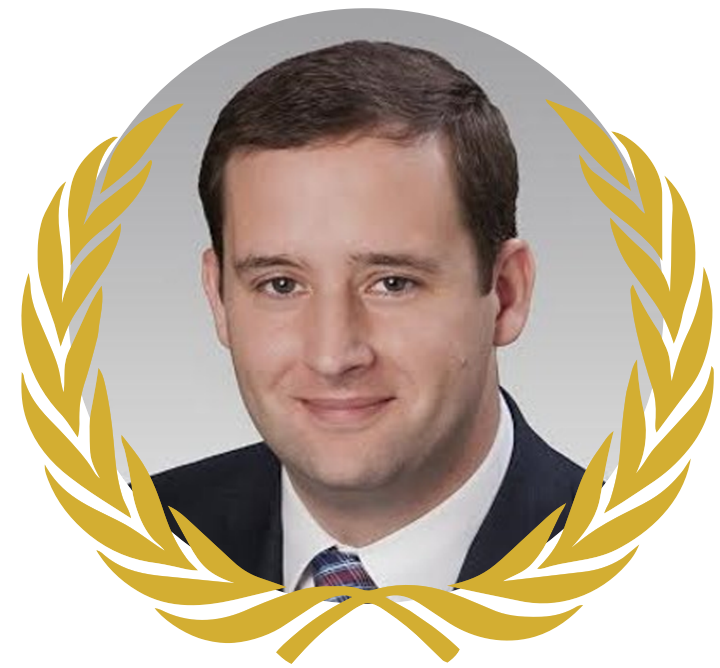
In this interactive keynote, you'll discover how one single pajama sparked a discovery with the power to drive the results that matter most to your sales teams, credit managers, and clients. Genevieve will take you on a journey that is equal parts eye-opening and heart-opening, revealing that the strongest relationships - and the most rewarding success - are built when we choose connection over transaction. When we lead with purpose, we also help our clients find deeper meaning in their work. And as trust grows, something even more meaningful happens: lasting partnerships form, and we become invested in a shared vision, inspired to show up as our very best. More than a keynote, this is an experience that shifts how you see yourself and the impact you have on others every day.

Genevieve Piturro is a former television marketing executive and VP who left the corporate world in 2001 to found Pajama Program (now Beyond Bedtime) after a life-changing encounter with a child in an emergency shelter. Over the past 25 years, the organization has grown into a national movement with 40 chapters, providing more than nine million pajamas and books to children in need. After leading the nonprofit for two decades, she transitioned to leadership development, creating the Purpose ACER program, leadership masterclasses, and Purpose Summits. An award-winning author and sought-after speaker, she teaches leaders to "Stop Bossing. Start Loving." through purpose-driven, compassionate leadership. Featured by major media outlets including Oprah, TODAY, CNN, and Forbes, Genevieve continues to inspire audiences nationwide to lead with authenticity, human connection, and purpose.

CLOSING KEYNOTE SPEAKER

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

CONRAD RAGAN



Risk Profile Deep Dive: Key Trends Shaping Future Outlook.

As economic volatility persists and pressure mounts across supply chains, credit, and consumer sentiment, understanding your risk exposure in real time is more critical than ever. In this session, Conrad from Alvarez & Marsal (A&M) will dissect the evolving 2026 risk landscape—highlighting the macroeconomic signals, sector-specific stress points, and behavioral shifts that should be on every finance leader's radar

Conrad Ragan is a Director with Alvarez & Marsal's North American Commercial Restructuring practice, where he specializes in representing official committees of unsecured creditors in bankruptcy proceedings with a focus on implementing strategies to maximize creditor recoveries, the development and evaluation of financial models, and business reviews and stakeholder negotiations. Mr. Ragan is a frequent speaker at industry events and serves on the Independent Standards Board governing U.S. commercial collections agencies through the CCA of A. He brings 20 years of corporate credit and lending experience in both large corporate and large financial institutions.

Mr. Ragan graduated cum laude from North Carolina State University's College of Management with a bachelor's degree in Business Management and a minor in Economics. Additionally, Mr. Ragan has a Master of Business Administration from Wake Forest University where he was Dean's Scholar.

10:00 – 11:00 a.m.

AI IN CREDIT: WHAT WORKS IN PRACTICE

Melanie Albert, Chief Operating Officer, Credit Pulse

Credit teams are under pressure to move faster, back better customers, and avoid risk, all with the same time and tools. The real challenge is not a lack of data. It's too much of it, spread everywhere, with no clear signal on what matters. AI is changing that. In this session, Melanie Albert, Chief Operating Officer, will walk through how teams are using AI in practice. Catching fraud earlier, connecting scattered data, spotting changes in customer behavior, and removing the manual work that slows decisions down. We'll also cover where to be cautious, what still needs a human eye, and how to use AI to make better calls without overcomplicating your process.

A DEEPER DIVE INTO THE POWER OF PASSION, PURPOSE, AND HUMAN CONNECTION

Genevieve Piturro, Keynote, Founder & Author

Want to further explore Genevieve Piturro's keynote message? Join Genevieve for an inspiring deeper dive into how passion, purpose, and authentic human connection can transform the way we lead, serve, and support one another. Drawing on her journey from television marketing executive to founder of the national nonprofit Pajama Program and her work as a TEDx "Human Connection" speaker, Genevieve will help participants reconnect with what matters most, lead with intention, and recognize the power of empathy, clear communication, and shared purpose in building stronger teams and communities. This session also offers time to reflect and discuss with fellow credit managers how to find meaning and purpose in both ordinary and extraordinary moments of life.

FINANCIAL STATEMENT ANALYSIS – PART 1

Amy Cook, CCE

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.

11:30 – 12:30 p.m.

BEST PRACTICES IN SETTING CREDIT LIMITS: A PANEL DISCUSSION

Deb Rollman, CICP, Corporate, Credit Manager, Burnham Holdings; Caroline Perkins, CCE, Manager, Credit, Mickey Thompson Tires; Brittany Acone, CBA, CICP, Credit Manager, Seaboard International Forest Products

When it comes to setting credit limits, there is no one-size-fits-all formula. Like handicapping the Kentucky Derby, credit professionals must evaluate multiple factors, assess risk, and make informed decisions that can impact performance long after the gate opens. Join our expert panel as they explore proven strategies for determining appropriate credit limits, monitoring customer exposure, and balancing business growth with risk management. Hear how fellow credit leaders approach challenging situations, adapt to changing market conditions, and keep their organizations in the winner's circle.

USING ARTIFICIAL INTELLIGENCE TO NAVIGATE A BANKRUPTCY CASE

Wanda Borges, Esq, Borges & Associates, LLC

A trade creditor confronted with a bankruptcy filing by its customer can find the various aspects of that bankruptcy to be daunting. Artificial Intelligence can and should be used to assist that trade creditor to navigate some of the challenges of a bankruptcy case. As Artificial Intelligence becomes more accessible, the trade credit grantor should take advantage of it and learn to use it effectively enabling that creditor to work more efficiently among multiple tasks. This presentation will address:

- Where AI fits in bankruptcy practice
- Preparing and filing proofs of claim
- Reviewing and summarizing lengthy motions regarding critical vendors and other important matters
- Analyzing the progress of the case
- Creating an effective strategy for your participation in the case.

FINANCIAL STATEMENT ANALYSIS – PART 2

Amy Cook, CCE

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.

1:30 – 2:45 p.m.

NATIONAL TRADE CREDIT REPORT & TOOLS FOR A MORE EFFICIENT CREDIT DEPARTMENT

Gina Calabrese Sylvester, CMP, CGA, Executive Vice President, NACM Tampa

The National Trade Credit Report (NTCR) continues to evolve, providing credit professionals with more data, deeper insights, and smarter tools to make informed credit decisions. This session explores the newest enhancements, including the TranzAction History Report by UTA, Portfolio Risk Analysis, Account Monitor Service, API integrations, and other resources available through the NACM dashboard. Learn how these solutions work together to streamline workflows, strengthen risk management, improve portfolio visibility, and help your organization make faster, more confident credit decisions.

PRIVATE EQUITY OVERVIEW: LEGAL CHALLENGES AND CREDIT RISK

Ryan Steiner, Corporate Credit Manager, Olympic Steel; Michael Papandrea, Partner, Lowenstein Sandler, LLC

The growing prominence of private equity in today's economy has created unique challenges for trade creditors dealing with distressed customers, particularly those headed toward – or in – bankruptcy. This program provides a can't-miss opportunity to learn about those challenges and how to navigate them, from the different perspectives of two industry experts, a credit practitioner and a creditors' rights attorney.

Mr. Steiner will provide an overview of private equity investment firms: how they transact deals, the risks associated with their ownership structure, and strategies credit managers can employ to protect themselves. Mr. Papandrea will dive into the legal implications for trade creditors to consider, including with respect to the limitations on liability for private equity firms and the organizational structure of the companies they invest in, illustrated by real-world examples in bankruptcy.

CASH FLOW ANALYSIS

John Jaeger, CCE

Interpretation of the cash flow statement begins with the interrelationships that exist between the balance sheet (investment and financing decisions) and the income statement (operating decisions). The results of a company's current investment decisions are seen in two key operating assets: inventory and accounts receivable. Their levels represent both investment decisions and operating decisions by management.

3:15 – 4:30 p.m.

CRAFTED CONNECTIONS

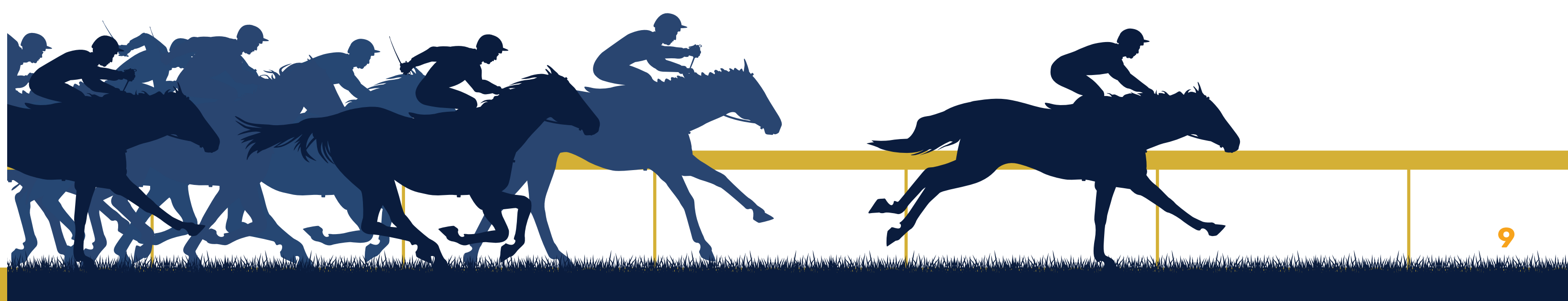
Hosted by the Chicago Conference Committee

Join us for the launch of our newest program, Crafted Connections, where happy hour, craft cocktails, and innovative B2B credit topics come together. Your hosts will guide you through a new cocktail while facilitating a vibrant, small-group discussion with peers about the most relevant situations and challenges facing credit managers in our rapidly changing profession. If you love Coffee with Connect, you're sure to become a fan of Crafted Connections. **Check the back of your name badge for your discussion group's table number.**

CASE STUDY

John Jaeger, CCE

This session will walk through the financial analysis of a real company using tools introduced in prior presentations. Participants will perform common-size analysis, trend analysis, and ratio analysis to evaluate the company's performance. The session will also review Z-score methodology as an additional way to confirm and support the analysis results.



EDUCATIONAL SESSIONS | DAY 2

9:00 – 10:00 a.m.

FROM STARTING GATE TO STATE: THE UNCLAIMED PROPERTY RACE

Taylor Barnett, Senior Manager, Baker Tilly Advisory Group, LP; Olha Bosnova, Senior Associate, Baker Tilly Advisory Group, LP

Unclaimed property affects organizations of all sizes and requires coordination across multiple business functions, including accounts receivable. This session will provide an overview of unclaimed property fundamentals, why compliance matters, and where organizations commonly encounter reportable property within the accounts receivable function. Presenters will discuss mitigation strategies, available exemptions, due diligence requirements, and reporting considerations. Attendees will leave with a better understanding of where their organization stands in the unclaimed property race and practical steps to help stay on track from starting gate to state.

CREDIT DECISIONS IN ACTION: A WORKSHOP FOR ASSESSING RISK

Matt Mezger, CBA, CCRA, CICP, Credit Assistant Manager, Uline

Through facilitated discussion, small-group analysis, and hands-on B2B case scenarios, attendees will evaluate creditworthiness, identify warning signs, weigh risk versus opportunity, and practice explaining their recommendations with confidence. This interactive workshop is designed to move beyond theory by giving participants a structured way to assess risk, compare possible outcomes, and make more consistent, well-supported credit decisions they can apply immediately in their own organizations.

10:30 – 11:45 a.m.

IDENTITY CRISIS: RISKS AND BEST PRACTICES WHEN DOING BUSINESS WITH NEWLY ACQUIRED ENTITIES AND CONGLOMERATES

Bruce S. Nathan, Andrew Behlman & Michael Papandrea, Partners, Lowenstein Sandler LLP

The ongoing trend of businesses changing hands, merging, and otherwise reshuffling their organizational charts reached a fever pitch during the zero-interest economic era of 2020-2022. Changes in a customer's ownership, business structure, or both, or dealing with a customer that is part of a conglomerate, will result in changes to the credit risk your company faces. This program discusses, with practical examples, the risks and best practices that a credit professional should follow when doing business with customers that have merged with or been acquired by another company, have rearranged their assets and liabilities, or are otherwise part of a complex corporate structure including multiple affiliated companies. The speakers will discuss best practices for identifying changes in ownership and corporate structure and relationships with affiliated entities (including actual case studies), and the tools and tactics to protect your business from the ever-shifting risks created thereby.

SALES AND CREDIT: PARTNERS IN PROFITABLE GROWTH

Nicole Schade, Senior Credit Analyst, Diamond Plastics Corporation; Heather Lockwood, Sales Representative, Specified Utility Associates, Inc; Robyn Gisick, Customer Accounts Manager, SumnerOne

Sales teams drive revenue, while credit teams manage risk; however, sustainable growth depends on both. This panel will explore how sales and credit professionals can align objectives, improve communication, and balance customer acquisition with responsible risk management. Panelists will share best practices for strengthening collaboration, accelerating decisions, and creating value for both customers and the organization.

12:45 – 1:45 p.m.

THE ART OF NEGOTIATION: VOLUME 2

Marc Davenport, AVP of Customer Experience, Caine & Weiner

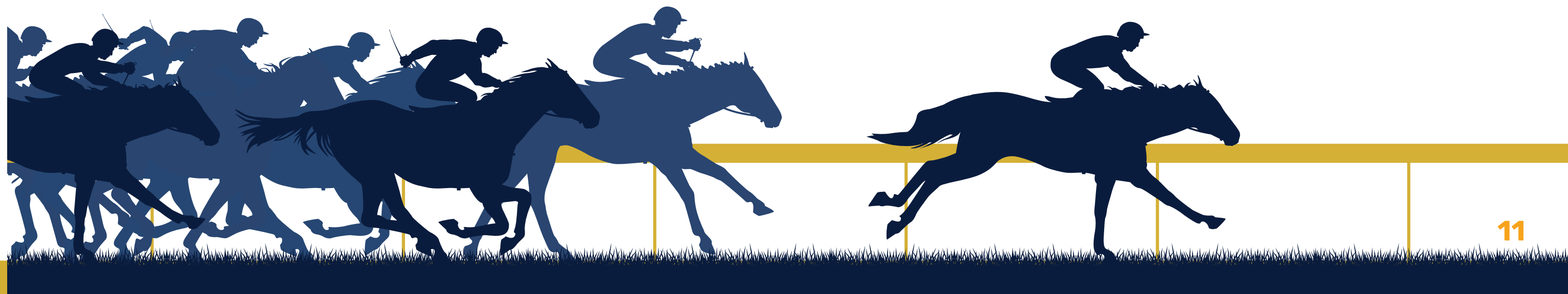
Negotiations and Resolutions is not about forcing agreement; it is a disciplined process aimed at uncovering the deeper motivations of all parties involved. Participants will explore how to identify what the other side truly wants, their fears, values, and the concessions they are willing to make to achieve their objectives. Through interactive discussions and practical application, attendees will gain insights into the art of negotiation, enhancing their ability to foster collaborative solutions that satisfy all stakeholders.

NOTICES, LIEN WAIVERS, AND MECHANICS LIENS: IS YOUR PROCESS (AND YOUR MAIL) KEEPING UP?

Alec Papesch, Director of Strategic Partnerships, NCS Credit

Construction credit comes with unique challenges, including long payment cycles, thin margins, and the ever-present risk of non-payment. This session breaks down the foundational tools every construction credit professional should know, covering the Notice, Lien Waiver, and Mechanic's Lien process from preliminary notices through foreclosure, plus a critical USPS update that's putting notice and lien deadlines at risk for businesses that rely on mail to meet those requirements.

Join Alec Papesch of NCS Credit for a practical walkthrough of the full notice and lien waiver process, what's changed at the USPS, why the date applied to your mail matters, and how technology can close the gap mail can no longer be trusted to close. Attendees will leave with a clearer understanding of how to move from unsecured to secured, become a payment priority, and leverage technology to manage deadlines with confidence, no matter what the mail carrier does.



BRITTANY ACONE
CBA, CICP, Credit Manager, Seaboard International Forest Products

Brittany Acone is the Credit Manager for Seaboard International Forest Products in Nashua, NH, and a rising leader within the NACM Connect Board of Directors. Since entering the industry in 2021, Brittany has quickly ascended the ranks, earning her CBA and CICP designations and serving on the NACM Connect Board and leading the Chicago Conference / Education Committee.

A frequent speaker and thought leader, Brittany has presented at National Credit Congress on topics ranging from cash forecasting to the successes of emerging leaders. Her industry contributions include features in Business Credit Magazine and the Extra Credit podcast. In 2024, she was honored with the National Emerging Leader Award in Las Vegas and recognized as a "Rising Star" by *HBS Dealer magazine*.

MELANIE ALBERT
Chief Operating Officer, Credit Pulse

Melanie Albert is the Chief Operating Officer of Credit Pulse. She brings years of operations leadership to the company, working with finance and credit teams to modernize how they assess and extend credit, reduce bad debt, and approve strong customers faster.

Her background is in scaling operations at fast-growing companies. She is known for taking manual, inconsistent processes and turning them into systems that keep working as a business grows, connecting product, technology, and the people who run it. She and her teams are especially effective at driving adoption, helping people commit to new ways of working instead of falling back on old habits. She brings that same discipline to credit, always through the lens of the customer, helping teams modernize how they work in ways that last.

TAYLOR BARNETT
Senior Manager, Baker Tilly Advisory Group, LP

Taylor is a senior manager in Baker Tilly's unclaimed property practice. Taylor has more than 10 years of experience in unclaimed property, specializing in unclaimed property consulting with a focus on the analysis, quantification, and mitigation of potential unclaimed property exposure, as well as assisting with the strategic defense for unclaimed property audits and voluntary disclosure agreements. Taylor is also experienced in the annual unclaimed property compliance process for all U.S. reporting jurisdictions, including due diligence, error and exemption analysis, and the preparation of state unclaimed property reports.

ANDREW BEHLMAN
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.

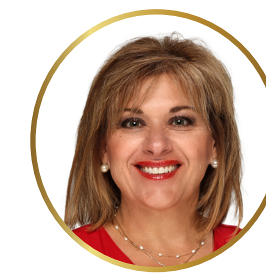
WANDA BORGES
Esq., Borges & Associates, LLC

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, she 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. Wanda is a member of several bar associations, including the ABA, the ABI, and the NYS Academy of Trial Lawyers. She serves on the Board of Directors of the IACC. Wanda 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. Wanda is a published author and has received awards for excellence, dedication to her profession, and leadership from several organizations.

OLHA BOSNOVA
Senior Associate, Baker Tilly Group, LP

Olha is a senior associate in Baker Tilly's unclaimed property practice. Olha has more than 6 years of experience in unclaimed property, specializing in unclaimed property consulting with a focus on the analysis, quantification, and mitigation of potential unclaimed property exposure, as well as assisting with the strategic defense for unclaimed property audits and voluntary disclosure agreements.

Olha is also experienced in annual unclaimed property compliance process for all U.S. reporting jurisdictions, including due diligence, error and exemption analysis, and the preparation of state unclaimed property reports.



GINA CALABRESE SYLVESTER
CMP, CGA, Executive Vice President, NACM Tampa

Gina Calabrese, CMP, CGA is Executive Vice President of NACM Tampa, Inc., where she has helped shape the future of credit management technology and industry credit group operations for more than 30 years. Since joining NACM Tampa in 1991, she has played a key role in the development and evolution of the NACM National Trade Credit Report and the WebCMS platform used by NACM Affiliates nationwide.

Gina works closely with NACM Affiliates and the Information Systems team to develop products and solutions that strengthen credit reporting, collections, and industry collaboration. Her unique combination of operational expertise and technology leadership has made her a respected voice in the commercial credit industry.

She currently oversees NACM Tampa's Group Services Department and Affiliate relationships while continuing to lead strategic initiatives that support members across the country. Gina earned her Certified Meeting Professional (CMP) designation in 1998, her Credit Group Administrator (CGA) designation in 2013, and holds a Bachelor of Science degree from Florida State University.

SPEAKER BIOGRAPHIES

AMY COOK CCE

Amy recently retired from being a Regional Credit Manager for McNaughton McKay Electric Company. She worked as a credit/AR professional since 1999. She has a BA from Spring Arbor University in Management and Organizational Development. Additionally, Amy has served as a board member for NACM Connect.

MARC DAVENPORT, AVP of Customer Experience, Caine & Weiner

Marc E. Davenport is a serial entrepreneur, executive coach, and author with over five decades of experience in finance, capital markets, and technology innovation. Most senior credit and finance leaders face cash flow issues, but the real problems usually run deeper. That's where Marc comes in. As AVP of Customer Experience at Caine & Weiner, Marc partners with senior finance leaders to identify the root causes of cash flow disruption, post-acquisition misalignment, revenue leaks, bandwidth gaps, or process bottlenecks. Symptoms may be familiar but causes often aren't.

ROBYN GISIK Customer Accounts Manager, SumnerOne

After a rewarding 10-year career in nursing, Robyn transitioned into the accounting and credit field, bringing a unique perspective rooted in communication, critical thinking, and relationship building.

She has been instrumental in implementing cross-departmental communication initiatives, including job shadowing and cross-training programs that strengthened collaboration between credit, sales, and other internal teams.

Her leadership has been recognized with the 2023 Women Who Lead Award; selection as a 2024–2025 and 2025–2026 Career Women honoree; recognition as a 2025 Women in Business Honoree; and the 2026 One Out of One Top Award (a peer-nominated recognition).

Outside of work, Robyn enjoys spending time outdoors or traveling with her husband, Mike, their six adult children, eight grandchildren, and their pets. She is also an active volunteer with Relay for Life, Making Strides Against Breast Cancer, and Wichita's Littlest Heroes, supporting children with chronic illnesses and disabilities.

JOHN JAEGER CCE

John Jaeger, CCE, retired as the Manager of Credit and Collections from Follett Higher Education Group of River Grove, IL. in 2014 having completed almost 40 years in Credit Management. Jaeger worked in four different industries servicing both domestic and international customers. He received his CCE designation in November 1999. He received his MBA from Northern Illinois University, DeKalb, IL., and his BA Degree in Management from Loras College, Dubuque, IA. Jaeger served on the Board of NACM Connect including the position of Chairman of the Board. He has also served on various committees including the Education and Conference Committees, on which he remains an active participant. He continues to serve as a senior instructor for the NACM Connect Institute of Credit and has contributed to revisions of NACM National's Credit Law curriculum. During his career Jaeger received the NACM National Instructor of the Year and the NACM National CCE Designation of Excellence Awards. He has also received the NACM Connect Credit Executive of the Year Award.

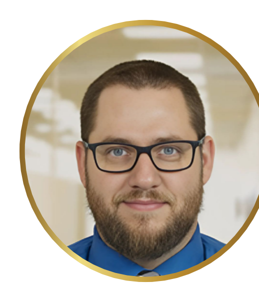
HEATHER LOCKWOOD Sales Representative, Specified Utility Associates, Inc.

Heather Lockwood has worked in sales as an independent representative for Diamond Plastics Corporation, a manufacturer of PVC pipe, for 26 years. She lives and works in North Texas and enjoys weekend getaways and spending time with her partner, David, and their AussieDoodle, Jessie.

Her role with SUA started in 2000 as an inside sales support agent helping her outside sales counterpart get customers materials in a timely and efficient manner.

Later in 2014 she transitioned to outside sales where she has enjoyed success as one of Diamond's top sales producers. She attributes her success to building positive relationships with customers as well as with Diamond personnel.

Her approach is oriented around helping people. If you can help someone, you can win their business. Customers need a partner who does what they say they will, when they say they will. Additionally, building strong relationships with managers, plant personnel, customer service, and credit department persons at Diamond creates a positive environment and feeling of teamwork which is crucial to success. Consistently showing up with an attitude of "how can I help" is her secret to success.



MATT MEZGER CBA, CCRA, CICP, Credit Assistant Manager, Uline

Matt Mezger is the Credit Assistant Manager at Uline Inc and has worked in Credit for 8 years. He obtained his CCRA in April 2021 and his CBA in November of 2022. He was a previous member of the Emerging Leaders Group where he was a member of the Scholarship committee and received the 2023 NACM Emerging Leadership award from NACM National. Currently he is a member of the Education committee. Matt graduated from Northeastern Illinois with a degree in Economics in 2015.

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 analytical skills of team members.

BRUCE NATHAN Partner, Lowenstein Sandler LLP

With nearly 45 years of experience in the bankruptcy and insolvency space, Bruce Nathan is a recognized leader in trade creditor rights and the representation of trade creditors in bankruptcy and other legal matters. He has represented trade and other unsecured creditors, unsecured creditors' committees, secured creditors, and other interested parties in many of the larger Chapter 11 cases that have been filed. Bruce also handles letters of credit, guarantees, security, consignment, bailment, tolling, precious metals leases, and other agreements with financially distressed counterparties, as well as other credit-related legal issues for institutional clients. Bruce's experience spans a broad range of industries, including agriculture, food and beverage, paper, publishing, media, floor covering, furniture, chemicals, manufacturing, and precious metals.

SPEAKER BIOGRAPHIES

MICHAEL PAPANDREA
Partner, Lowenstein Sandler LLP

Michael Papandrea provides counsel to debtors, creditors' committees, individual creditors, liquidating trustees, and other interested parties with respect to corporate bankruptcy and creditors' rights matters, including bankruptcy-related litigation.

Mike concentrates his practice on bankruptcy and insolvency matters, with an emphasis on creditors' rights and advocacy for trade creditors. He represents creditors in significant Chapter 11 cases throughout the country. Mike is a thought leader on credit risk mitigation strategies and regularly writes and speaks on issues affecting trade creditors. His work has been recognized by multiple organizations, including his selection to the American Bankruptcy Institute's prestigious "40 Under 40."

ALEC PAPESCH
Director of Strategic Partnerships, NCS Credit

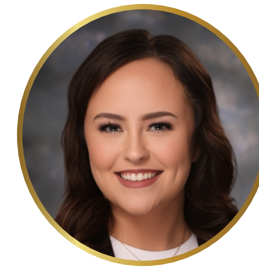
Alec Papesch is the Director of Strategic Partnerships at NCS Credit. He consults with Credit Associations and Industry Trade Groups nationwide, providing expertise in Construction Credit and the Uniform Commercial Code (UCC) through the lens of technology-driven solutions.

CAROLINE PERKINS
CCE, Manager, Credit, Mickey Thompson Tires

Caroline has been in the credit industry for 40 years. She has served as credit manager for Mickey Thompson Tires, a wholly-owned subsidiary of the Goodyear Tire & Rubber Company, for the past 38 years. She earned her CCE certification in 2012 from NACM and has participated in numerous credit interchange groups throughout the years. She is the winner of the "12th Man Award" in 2012 and the "Ironman Award" in 2014 from Mickey Thompson Tires.

DEB ROLLMAN
CICP, Corporate Credit Manager, Burnham Holdings

Deb Rollman, CICP, is the Corporate Credit Manager for Burnham Holdings, headquartered in Lancaster, Pennsylvania, where she oversees credit risk, collections, and accounts receivable management across multiple boiler manufacturing brands with annual sales exceeding $250 million. With more than 30 years of experience in commercial credit, Deb has developed expertise in financial analysis, customer risk assessment, and credit policy development. Her career includes commercial lending and credit analysis roles in banking, experience as a Credit Analyst with Dun & Bradstreet, and, for the past 17 years, leadership of the corporate credit function at Burnham Holdings. She holds a bachelor's degree in Finance from Penn State University and has received multiple awards for outstanding customer service and professional excellence. Deb currently serves as Chairman of NACM Connect Chicago-Midwest and has been an active member of the NACM Board of Directors for the past five years. Outside of work, Deb enjoys an active outdoor lifestyle that includes golfing, biking, hiking, and paddleboarding.



NICOLE SCHADE
Senior Credit Analyst, Diamond Plastics Corporation

Nicole Schade is a Senior Credit Analyst with a strong background in credit risk assessment, financial analysis, customer relationship management, and business operations. With experience spanning credit management, equipment finance, legal support, and healthcare administration, Nicole has developed a diverse professional skill set and a well-rounded understanding of business and financial processes. She enjoys spending time with her fiancé Tyler, and their two kids, Oliver and Bennett.
In her current role at Diamond Plastics Corporation, Nicole analyzes financial and credit data, reviews customer financial statements, evaluates payment histories, and makes informed recommendations regarding credit decisions and lines of credit. She works collaboratively with leadership and internal teams to assess customer risk and support sound financial decision-making.

Prior to joining Diamond Plastics, Nicole worked in equipment finance, where she coordinated sales initiatives, built relationships with brokers, streamlined processes, and supported team development and operational efficiency. Her earlier experience in credit management services and healthcare further strengthened her organizational, communication, problem-solving, and client-service skills.

Nicole continues to expand her expertise through professional education in credit and financial analysis. She is recognized for her analytical mindset, collaborative approach, adaptability, and commitment to professional growth. She brings a thoughtful, detail-oriented perspective to every role and is passionate about helping organizations make informed financial decisions while building strong and lasting business relationships.

RYAN STEINER
Corporate Credit Manager, Olympic Steel

Ryan Steiner is a seasoned credit and collections professional with 15 years of experience in the field. His career began in 2008 as a collector at Sherwin Williams in Seattle. In 2011, he earned a Master's degree in Education. In 2013 he left Sherwin-Williams to become Credit Supervisor for RSVP International. He relocated to Columbus in 2016, working there until his move to Cleveland in 2021 to work at the Sherwin-Williams headquarters in downtown Cleveland. He has been with Olympic Steel, Inc. as Corporate Credit Manager for the past two years.

Throughout his career, Steiner has worked across multiple industries, primarily focusing on B2B within manufacturing, aerospace, and commercial coatings. He finds the constant challenge of staying current with market conditions, sales goals, and current events to be the most rewarding aspect of his work in credit. The continuous need for improvement, coupled with researching customers, best credit practices, and financial theory, satisfies his passion for research and ongoing learning.

NACM CONNECT

THE CREDIT RACES!
2026 Fall Credit Conferences

ATTENDEE REGISTRATION

Chicago
October 21-22

WEDNESDAY, OCTOBER 21

8:30 – 9:30 a.m.	*Keynote Session - Genevieve Piturro*
10:00 – 11:00 a.m.	• AI in Credit: What Works in Practice • A Deeper Dive into the Power of Passion, Purpose, and Human Connection • Financial Statement Analysis - Part 1
11:30 a.m. – 12:30 p.m.	• Best Practices in Setting Credit Limits: A Panel Discussion • Using Artificial Intelligence to Navigate a Bankruptcy Case • Financial Statement Analysis - Part 2
1:30 – 2:45 p.m.	• National Trade Credit Report & Tools for a More Efficient Credit Department • Private Equity Overview: Legal Challenges and Credit Risk • Cash Flow Analysis
3:15 – 4:30 p.m.	• Crafted Connections • Case Study

THURSDAY, OCTOBER 22

9:00 – 10:00 a.m.	• From Starting Gate to State: The Unclaimed Property Race • Credit Decisions in Action: A Workshop for Assessing Risk
10:30 – 11:45 a.m.	• IDENTITY CRISIS: Risks and Best Practices When Doing Business with Newly Acquired Entities and Conglomerates • A Panel on How to Manage the Tension between Credit and Sales
12:45 p.m. – 1:45 p.m.	• The Art of Negotiation: Volume 2 • Notices, Lien Waivers, and Mechanics Liens: Is Your Process (and Your Mail) Keeping up?
2:15 – 3:30 p.m.	*Keynote Session - Conrad Ragan*

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 October 7.
Cancellation deadline for a full refund is October 7.
Cancellations received after October 7, 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 9.15	AFTER 9.15	
❑ **Two-Day Registration**				
	Member	$399	$449	$______
	Non-Member	$798	$858	$______
❑ **One-Day Registration**				
	Member	$289	$339	$______
	Non-Member	$578	$638	$______
❑ **Virtual**				
	Member	$269	$269	$______
	Non-Member	$538	$538	$______
			Coupons	$______
			Total	$______

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
2500 W Higgins RD. Suite 780
Hoffman Estates, IL 60169

REGISTER ONLINE AT WWW.NACMCONNECT.ORG

MERIDIAN BANQUET & CONFERENCE CENTER
1701 W. ALGONQUIN ROAD
ROLLING MEADOWS, IL 60008

From East
Kennedy (I-94) to Northwest Tollway (I-90). Exit Arlington Heights Road North. Turn left (travel west) at Algonquin Road. Travel 1.4 miles on Algonquin Road. The Meridian is on the left.

From Northeast
Take Lake Cook Road, Dundee Road or Willow/Palatine Road to Route 53 South. Exit Algonquin Road East and travel for about 1 mile. The Meridian is east of the intersection of Algonquin Road and New Wilke Road on the right.

From West
Take Northwest Tollway (I-90) East. Exit Route 53 North to Algonquin Road east. Travel about 1 mile on Algonquin Road. The Meridian is east of the intersection of Algonquin Road and New Wilke Road on the right.

From Southwest
Take I-355 north to Route 53 North to Algonquin Road and travel east on Algonquin Road for about 1 mile. The Meridian is east of the intersection of Algonquin Road and New Wilke Road. The Meridian is on the right.

From Southeast
Take Tristate (I-294) North to Northwest Tollway (I-90) to Rockford. Exit Arlington Heights Road and go north. Turn left (travel west) at Algonquin Road. Travel 1.4 miles on Algonquin Road. The Meridian is on the left.

Parking
On-site parking is complimentary.

ALOFT SCHAUMBURG
3407 ALGONQUIN ROAD
ROLLING MEADOWS, IL 60008

From O'Hare

Take I-90 West for 6 miles. Exit 70 toward Arlington Heights Road for .5 miles. Turn Left onto W. Algonquin Rd. for 1.5 miles; Hotel is on the on left.

From Milwaukee

Take I-94 East to I-294 toward Indiana-O'Hare. Exit onto I-90 West. Exit 70 toward Arlington Heights Road for .5 miles. Turn Left onto W. Algonquin Rd. for 1.5 miles; Hotel is on the on left.

From I-90 west

Take I-90 East to 53 North. Take next exit onto Algonquin Rd. Turn left and hotel is on the right.

We recommend you use your directions app for the best possible directions.

NACM CONNECT
National Association of Credit Management
Driving results

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COMMERCIAL COLLECTION SERVICES
Electronic Claims Placement
Maximum Dollar Recovery
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Self-Study and Exam Review Courses

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NACM Online Community

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Consumer Credit Reports
International Credit Reports
Portfolio Risk Analysis

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