














AGENDA

DAY 01 - Monday July 20

Start Time	Topics and Speakers
10:00 AM CST	<p>Managing Credit Risk During And After The Crisis <i>With changing payment behavior and growing delinquency rates, learn how to balance credit risk with business growth in a turbulent economy</i></p> <p>Michael Flum, COO & SVP </p> <p>Mark Edwards, Country Manager </p> <p>Eric Kider, Senior Vice President </p> <p>Christopher Rios, Vice President, Finance Solutions </p> <p>Ed Walsh (Moderator), CCP Vice President </p>
10:45 AM CST	Break
11:00 AM CST	<p>Solution Showcase - Credit Cloud <i>15-minute live demo of HighRadius Credit Cloud to showcase how it helps onboard customers faster, automate credit scoring and streamline credit approval process</i></p> <p>Tanmay Mehra, Senior Solution Architect </p>
11:15 AM CST	Break
11:30 AM CST	<p>Deductions Management In The Times of COVID-19 <i>Our expert talks about the important focus areas and strategies to manage the deductions backlog that your team is in.</i></p> <p>Kim Erickson, Founder and Principal Consultant </p>
12:15 PM CST	<p>Fireside Chat <i>Serving up Knowledge with Sam Fensterstock</i></p> <p>Sam Fensterstock, Senior Vice President, Business Development </p>
01:00 PM CST	<p>Customer Showcase <i>American Greetings' Guide To Driving E-adoption In A Volatile Economy</i></p> <p>Lauren Kennedy, Senior Manager, Retail Financial Services </p>
01:30 PM CST	Break
01:45 PM CST	<p>Tech Interventions to Aid Working Capital Management in Crisis <i>There's more to working capital optimization than you know. Experts discuss how technology helps organizations to go the extra mile to optimize working capital, reduce bad-debt and improve DSO</i></p> <p>Laurent Gueritaine, Global Process Owner, Customer Invoicing to Cash </p> <p>George Uko, Manager, Credit and A/R </p> <p>Sam Fensterstock (Moderator), Senior Vice President, Business Development </p> <p>Sajeesh Kumar, Global Enterprise Head, Invoice to Cash </p>
02:30 PM CST	<p>Town Hall <i>Learn, connect and discuss the latest in Order-to-Cash Technology</i></p>

END OF DAY 1

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DAY 02 - Tuesday July 21

Start Time	Topics and Speakers
10:00 AM CST	<p>Millennials and Gen Z + Remote Working: Tips to Learn Or Cause of Concern? Working with millennials and Gen Z, remotely! Is that two problems in a statement or a problem and a solution? Join this session to explore the changing dynamics of workforce and the role of millennials in the new normal of remote working</p> <p> Elaine Dykhouse, CBF, RGCP, Corporate Credit Manager Elaine Nowak, Director, Product Management and Marketing Josh Barrett, Director Bart Marcum, Managing Partner Jess Scheer (Moderator), Executive Editor </p> <p> </p>
10:45 AM CST	Break
11:00 AM CST	<p>Customer Showcase Ferrero's Guide To Working Capital Management In The New Normal</p> <p>Kay Rogers, Director, North America Financial Transactions</p> <p>FERRERO</p>
11:30 AM CST	Break
11:45 AM CST	<p>Solution Showcase - Cash Application Cloud 15-minute live demo of HighRadius Cash Application Cloud to showcase how it helps achieve 95% zero-touch cash posting, eliminate 100% lockbox key-in fees and reduce exception handling with AI-enabled data capture</p> <p>Bill Sarda, Manager, Solution Engineering, Strategic Accounts - EMEA</p> <p></p>
12:15 PM CST	<p>Lunch & Learn Break Serving up Knowledge with Moustapha Ould Bin Mogdad</p> <p>Moustapha Ould Bin Mogdad, Manager, Market Focal Point, GBFS Canada - OTC</p> <p></p>
01:00 PM CST	<p>How Covid-19 is Redefining Must-Have Skills for Credit & Collections Teams Join this session to learn how A/R teams could pivot their collections operations in the new normal to ensure faster collections while prioritizing customer experience</p> <p>Ken Young, Consultant, Speaker, Author</p>
01:30 PM CST	Break
01:45 PM CST	<p>CPG Industry Focused Pandemic Impact and Survival Strategies - I An interactive discussion with CPG industry experts and practitioners on how the industry has been impacted by the pandemic, what strategies are relevant to survive the crisis now and come out stronger for the post-COVID era</p> <p> Mike Thelen (Moderator), Director, Customer Financial Services Kim Brunner, Senior Director, Customer Logistics & Operations Juan Mostek, Director, Global Credit </p> <p> </p>
02:30 PM CST	<p>Town Hall Learn, connect and discuss the latest in Order-to-Cash Technology</p>

END OF DAY 2

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DAY 03 - Wednesday July 22

Start Time	Topics and Speakers
10:00 AM CST	<p>How CFOs can Minimize the Impact of Covid-19 and Win the Race to Preserve Liquidity Join a discussion led by leading industry and technology analysts as they exchange ideas on CFO-relevant topics - the macroeconomic climate, liquidity savings and digital transformation</p> <p>Bryan DeGraw, Associate Principal, Finance Advisory Services </p> <p>Reetika, Vice President, Research </p>
10:45 AM CST	Break
11:00 AM CST	<p>Digital Transformation in a Slow Economy: Mistakes that Set You Up for Failure Following the global pandemic and economic disruption, almost all organizations have some type of digital initiative running, but often lack an overarching strategy. Explore the mistakes that could derail digital plans, without learning them the hard way</p> <p>Moustapha Ould Bin Mogdad, Manager, Market Focal Point, GBFS Canada - OTC </p> <p>Judy Bicking, P2P & O2C Consultant </p>
11:30 AM CST	Break
11:45 AM CST	<p>Solution Showcase - EIPP Cloud 15-minute live demo of HighRadius EIPP Cloud to showcase how you can lower your invoicing costs by 70%, deliver invoices via emails, web portals and mails and enable credit card payments for your customers</p> <p>Sean Das, Manager, Solution Engineering </p>
12:00 PM CST	<p>Fireside Chat Get expert advice from speakers and connect with industry peers during this brief Q&A session</p> <p>Jay McKeown, CCP President & Dean </p> <p>Blair De Marco- Wetlaufer, ACI South Western Ontario Chapter President </p> <p>Nawshad Khadaroo (Moderator), CCP General Manager </p>
01:00 PM CST	<p>Women in Leadership Panelists share testimonies of breaking the glass ceiling, challenges faced while climbing the ladder and how to ensure equal treatment of employees at the workplace</p> <p>Lauren Kennedy, Senior Manager Retail Financial Services </p> <p>Camila Durante, Coordinator Credit and Collections </p> <p>Judy Bicking, P2P & O2C Consultant </p> <p>Elaine Nowak (Moderator), Director, Product Management and Marketing </p>
01:45 PM CST	Break
02:00 PM CST	<p>Customer Showcase How Mercury Marine Leveraged Technology To Improve Credit and Collections Process Effectiveness</p> <p>Paul Watters, Director, Worldwide Credit and Treasury </p>
02:30 PM CST	<p>Town Hall Learn, connect and discuss the latest in Order-to-Cash Technology</p>

END OF DAY 3

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DAY 04 - Thursday July 23

Start Time	Topics And Speakers
10:00 AM CST	<p>Cash Forecasting and Liquidity Planning In A Crisis Learn how to drive a high-performance culture for A/R teams and get them to best-in-class with real-time metrics, actual goal setting and benchmarking against industry peers</p> <p>Ernie Humphrey, CEO and Founder </p>
10:30 AM CST	Break
10:45 AM CST	<p>Solution Showcase - Collections Cloud 15 minute live demo of HighRadius Collections Cloud showcasing the key features - collector dashboard, automated account prioritization and dunning, call logs and reminder management and collection agency data exchange</p> <p>Siddharth Subramani, Digital Transformation Consultant </p>
11:00 AM CST	Break
11:15 AM CST	<p>Impact of Covid-19 and the Future of Payments Leading banks and payment service providers analyze the pandemic impact and latest trends in B2B payments and share advice on how businesses need to evolve with the change</p> <p>Judy Bicking, P2P & O2C Consultant Lisa Rolfe, Manager, Credit & Receivable Jess Scheer (Moderator), Executive Editor </p>
12:15 PM CST	<p>Lunch & Learn Break Serving up Knowledge with Lauren Kennedy</p> <p>Lauren Kennedy, Senior Manager, Retail Financial Services </p>
01:00 PM CST	<p>Remote Credit & Collections: The Right Data and Processes in the New Normal A/R from home - each day brings a new challenge! Hear from practitioners what the new normal means for credit, collections and deductions operations, how they are managing remote teams and how technology makes life easier</p> <p>Mike Thelen, Director, Customer Financial Services Camila Durante, Coordinator, Credit and Collections Moustapha Ould Bin Mogdad, Manager, Market Focal Point, GBFS Canada - OTC Elaine Nowak (Moderator), Director Product Management and Marketing </p>
01:45 PM CST	Break
02:00 PM CST	<p>Customer Showcase Warner Bros. Strategy for Working Capital Optimization in a Recessionary Economy</p> <p>Jacob Matthews, Vice President, Enterprise Financial Services </p>
02:30 PM	<p>Happy Hour: Mix and Mingle Featured on Good Morning America and Oprah, swirl and sip with Sam the Sommelier as she takes you on an adventure to learn about wines in the Old World vs. New World! You don't want to miss the opportunity of learning how to taste the world of wine</p>

END OF DAY 4

Receive 13 CEUs towards maintaining any AR and O2C related program through the [Institute of Finance and Management!](#) These Certifications are designed to establish standards for the profession and recognize accounts receivable and order-to-cash professionals who, by possessing related work experience and passing a comprehensive exam, have met stringent requirements for mastering the financial operations body of knowledge. IOFM certification-holders are required to self-report all CEUs in their account on [IOFM.com](#).

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DAY 05 - Friday July 24

Start Time	Topic and Speakers
10:00 AM CST	<p>Collections in a Recession: Dealing with Delinquency & Terms Extensions <i>Remote working, changing payment trends, rising delinquency rates and customer pushbacks define the new environment in which A/R teams operate. This session explores the skills practitioners need to adopt to stay relevant and keep up with the changes</i></p> <p>Camila Durante, Coordinator, Credit and Collections </p>
10:30 AM CST	Break
10:45 AM CST	<p>Leading by Numbers in an Economic Downturn: Analytics Deep-dive <i>Effective cash management is more important than ever in the new normal. Learn effective cash forecasting techniques that enable key business intelligence to improve financial planning, fuel strategic agility and empower better working capital decision making</i></p> <p>Yash Divakar, Solution Principal </p>
11:30 AM CST	Break
11:45 AM CST	<p>Solution Showcase - Receivables Analytics <i>15-minute live demo of HighRadius Receivables Analytics showcasing the key features: out-of-the-box reports repository, drill-down capability, data visualization, on-demand report generation and mobile analytics</i></p> <p>Yash Divakar, Solution Principal </p>
12:15 PM CST	<p>Fireside Chat - Creating Value In Deductions Management Amidst COVID-19 <i>Join this interactive fireside chat as we talk about deduction activity in the current economy and ways to create value with a strategic combination of technology and personnel</i></p> <p>Kathy Rotondo, Senior Vice President </p>
01:00 PM CST	<p>CPG Industry Focused Pandemic Impact and Survival Strategies - II <i>An interactive discussion with CPG industry experts and practitioners on how the industry has been impacted by the pandemic, what strategies are relevant to survive the crisis now and come out stronger for the post-COVID era</i></p> <p>Judy Bicking, P2P & O2C Consultant Ken Young, Consultant, Speaker, Author Jess Scheer (Moderator), Executive Editor</p>
01:45 PM CST	Break
02:00 PM CST	<p>Customer Showcase <i>20% Reduction In Bad Debt at Staples: Collections Automation Journey with AI</i></p> <p>George Uko, Manager, Credit and A/R </p>

END OF DAY 5

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