




## Caine & Weiner Attends 121st NACM Credit Congress

 C&W at NACM Credit Congress



page 1

 Exceeding Client Needs



page 2

 Advice to Credit Managers



page 3



Thanks to everyone who visited our booth the National Association of Credit Management's 121st Credit Congress & Expo, held from June 11-14 in Dallas. Caine & Weiner, an exclusive alliance partner of the NACM Connect Family of Companies--affiliates of the National Association of Credit Management, was honored to not only exhibit at the show but also cohost the hospitality reception with NACM Connect.



The Expo provided Caine & Weiner the chance to display what sets us apart and allow face-to-face networking with other members of the credit management industry. Our booth visitors enjoyed a cup of coffee, a photo booth souvenir, and a chance to win a door prize.



In attendance at the booth this year were Brad Schaffer, Senior Vice President-Client Services, Brad Robinson, Senior Vice President-Business Development, Lisa Newberg, Vice President-Client Services,

and Kenny O'Rear, Senior Manger-Client Services. Greg Cohen, President & CEO, was in attendance as well, representing Caine & Weiner as well as the International Association of Commercial Collectors as their 2017 President.

"The NACM Credit Congress is premier event in our industry," said Cohen. "We are honored to be able to continue our longstanding partnership."

Left, photo booth fun hosted by Kenny O'Rear and Brad Schaffer. Top, the jewelry door prize was presented by Brad Robinson to Linda Niffenger of Anchor Packaging. Above, the Visa gift card door prize was presented by Lisa Newberg to Steve Anzjon of Trinity Construction. Linda Edwards of Distribution International (not pictured) won our Echo Dot door prize.

**Look forward to seeing everyone in Phoenix at the 2018 NACM Credit Congress!**



It was great to see everyone at the NACM Gulf States Transportation Revenue Management Conference April 23-25 in Chicago, and at the Equipment Leasing and Finance Association Conference June 4-6 in Baltimore.

Look for Caine & Weiner at the NACM Connect Gateway Conference September 12-13 in St. Louis, and at the NACM Connect Midwest Conference October 18-19 in Chicago.



Est. 1930

# Meeting and Exceeding Clients' Needs with Online Portal

By Joe Batie, Caine & Weiner Chief Commercial Officer



## CONSUMER CREDIT REPORTING LAWS

In compliance with new credit laws taking effect September 2017, in order to credit report on consumer debtors, a date of birth or social security number must be provided.

Caine & Weiner has already begun their efforts toward compliance, so will be requesting this information going forward when placing consumer accounts.



Submit questions to: [special@caine-weiner.com](mailto:special@caine-weiner.com)

## THE BIZ archives

[CLICK HERE](#) to read past issues of THE BIZ newsletter

## Giving Clients Information When They Need It

When you need to know the balance on your credit card, or if your niece cashed the birthday check you sent her, that information is at your fingertips with a quick login to the credit card or bank's website. Our accounts receivable management clients expect the same access to information about their collection accounts. Recognizing – as well as anticipating – client needs and expectations is mission critical for Caine & Weiner.

CW Connect, our free, comprehensive, user-friendly, online client access portal for data and reporting provides our clients with complete and ongoing accountability, transparency and precision communication. Access is 24/7 via a secured web-based product with robust data mining capability across all stages of the collection process.

## Helping Our Clients Help Us

While our Client Relations team is happy to take calls and information requests by clients, they are not always available 24/7 or at a moment's notice. When a client can independently access the information they need about their accounts, our Client Relations team will be better able to handle the more critical matters that arise concerning with our clients' accounts.

Frank Dispensa, Vice President of Client Operations for Caine & Weiner, explains, "As we are often seen as an extension of our clients' credit and collection department, the client access portal allows our Client Relations team and our Client to work on a common platform in order to ensure questions on accounts can be answered quickly and accurately."

Karl Anderson, Caine & Weiner Senior Manager of Client Relations, says the client access portal is a win-win for both Caine & Weiner and our clients. "Our powerful reporting tool gives our clients the exact information they need when they need it. My clients love the independence to be able to data mine and create their customized reporting. The tool gives our clients the knowledge to better conduct their day-day business, which in turn allows me to better serve my clients."

## Key Features & Benefits

### User-Friendly

- Client can update debtor information and report
- Easy, secure web-based access, no software installation required
- Data is updated each day at close-of-business
- Status of accounts and collector notes are easily viewable within the software payments
- Single or multiple spreadsheet accounts can be placed

### Robust Reporting Options

- Standard reports
- Fully customizable ad hoc reports and data mining
- Data is exportable into Excel or text formats

### Secure

- Custom user IDs with mandated strong passwords
- Secure VPN tunnel
- Secure messaging within the software eliminates the need to communicate via e-mail and expose data to the open internet
- Robust User Permission Capabilities – different staff at client's company can each have their own login and if needed be given restricted access only to the information they need to do their job
- Client can request that access be IP address restricted

These features can provide valuable statistical information and analysis metrics including client-specific filters such as internal business units and debtor geography, or general items such as account age, balance size and timing of dollars recovered. No software, hardware or downloads are required to utilize our online access portal. Our clients can read the collector notes to obtain up-to-date file status information. CW Connect's standard reports include account inventory status, stair-step/waterfall analysis, current and prior payment activity and more.

Providing a robust client access portal helps us anticipate our clients' needs, and is just one measure of Caine & Weiner's best-in-class suite of accounts receivable management services.

## Caine & Weiner Announces Addition to Client Services Team

In alignment with the strategic intent contained in Caine & Weiner's Mission/Vision Statement, *Ongoing investment in people, procedures, compliance and technology*, Caine & Weiner is happy to announce the following staff addition:

**Judith Cooke** has joined Caine & Weiner as Senior Manager—Client Services. Judith has over a decade of sales experience with in New England in accounts receivable management. She thrives on strategic sales, new account acquisition and developing client relationships through consistent service and understanding individual client needs. Judith will be a significant contributor to Caine & Weiner's internal growth and sales efforts as we continue to lead the accounts receivable management industry.







# The World's Problems & the Global Credit Manager



By Octavio Aronis

Law Office Aronis Advogados

[READ MORE](#)

**I READ  
THE BIZ!**

**Click the Button to  
let us know you are  
a fan of The Biz and  
receive a discounted  
rate on your next  
placement!**

8.6% rate on commercial  
20% rate on consumer

It's a little embarrassing but I suppose that like many of you, I'm glued to the news. Not only am I getting an ongoing stream of information from the cable news channels but LinkedIn, Facebook, and Twitter have also taken over my life. It seems that an hour doesn't go by that I don't know what's happening throughout our nation and around the world.

Even when we're feeling secure about our business in our own little corner of the globe, it doesn't take more than the next hot news item on any one of the endless conflicts, to put that feeling of security in question. The reality is that eventually even the smallest of regional conflicts can affect many other countries and businesses directly or tangentially.

For example, after the Russian government annexed the Crimea in early 2014, and then set its sights on the eastern portion of the Ukraine, the country continues to have one of the fastest falling economies in the world. In fact, the country has watched its GDP shrink by 6.5 percent since April 2014, with countries like Libya and Venezuela actually performing better.

Another example affecting the world has to do with the political situation in the U.S. As we are well aware, President Trump has brought in some new ideas that has made many countries nervous and unsettled. It appears that one of the goals of this new president and his administration is to renegotiate many trade pacts that Trump deems to be unfair to the U.S. labor market and consumer. There's no question that the U.S. has substantial trade deficits with several countries, where China in fact is the largest with over \$347 billion in 2016.

Renegotiating many of these trade agreements depends upon the country, the product, the currency, and many other factors, which could both open up or close down business opportunities respectively. For example, we've heard over and over again about how President Trump plans to renegotiate the North American Free Trade Agreement (NAFTA). According to the Trump administration, this agreement has allowed Mexico to (unfairly) accumulate an over \$50 billion surplus against the U.S.

Putting all of Trump's bluster aside, I recently read that Mexico buys nearly all its corn from the U.S. and is the largest buyer of U.S. corn at 27% of the total amount exported. At first glance, should Mexico attempt to purchase their corn from Argentina or Brazil, which has been proposed by a member of the Mexican Congress, U.S. farmers and many related industries to the U.S. agricultural sector would be severely impacted. At the same time, Mexico is also the number one market for U.S. soybean meal, oil and the second largest market for U.S. whole soybeans. In other words, since Mexico buys a tremendous amount of goods from the US and vice versa, trying to sort out the trade deficit can get very convoluted.

*And so it should go without saying that we are living in very complicated and highly volatile political and economic times that require global credit managers to:*



- Keep themselves well informed with daily and weekly political and economic events.
- Consult with their international bankers who often have interests overseas and can provide valuable perspectives from a banking perspective of doing business in various countries.
- Stay in touch with their local and regional political representatives as they may often have additional information as to what their government is doing in response to the U.S. or the countries that is not in the news.
- Become active in international credit & collection and international trade associations which will often have a voice to various governmental bureaus that will listen to their problems and concerns.

- Develop long term strategies that will help to react to new trade deals that impact how customers are able to purchase products and pay for them.
- Take advantage of political risk insurance which can be a safety net for receivables on customers in countries that can be impacted due to the unexpected global political and economic events.

I hope the above is food for thought. Always a pleasure to share my thoughts and ideas with all of you and looking forward to receiving yours.

For any questions or comments about this article or our services, contact me at [octavio@aronisadvogados.com.br](mailto:octavio@aronisadvogados.com.br). This article has been edited by [Steven Gan](#) of Stellar Risk Management Services, Inc. All Rights Reserved.

The Biz is Caine & Weiner's  
quarterly client newsletter.  
Editor: Jennie Hirtzel  
Marketing Manager  
[jennie.hirtzel@caine-weiner.com](mailto:jennie.hirtzel@caine-weiner.com)



**MISSION/VISION STATEMENT:** We enhance cash flow for the global business community through the creative and effective utilization of accounts receivable management systems and innovative solutions.



Caine & Weiner  
and  
**CORTERA**

*Working together  
to maximize your  
collections  
results.*

*Automate your  
collections with  
Cortera Pulse.*



[CLICK HERE](#)  
for a **FREE** trial!



## INDUSTRY NEWS

### What Does the Amazon / Whole Foods Deal Mean for B2B Creditors?

*Published by Cortera*

By now, you've likely heard that Amazon made its largest acquisition to date with the purchase of Whole Foods Market for \$14 billion. The acquisition, like to trigger a major technological breakthrough for the food industry, sent grocery stocks plummeting. Amazon's purchase of Whole Foods doesn't just change the grocery industry, it changes the entire consumer shopping experience.

The deal is beneficial for both parties, as Amazon has openly been attempting to break into the grocery industry and Whole Foods has proven to be in need of financial help. Whole Foods' stock price and revenue have consistently declined since 2012, and our data shows a drop in three major spend categories over the past three years.



#### Food Delivery Service

Now more than ever, shoppers value their time. Long live the days of spending hours at the mall or in major retail stores. The recent growth of meal delivery services such as HelloFresh has proven that adding food to the list of deliverable items is something that consumers respond to.

AmazonFresh was Amazon's first attempt to break into the digital grocery game. It wasn't as successful as they had hoped, which has led Amazon to Plan B: buy out an already established grocery and offer benefits to consumers that they won't get anywhere else. Whole Foods will continue operating under its own name, but the benefits will be available through Amazon Prime subscriptions.

Whole Foods gains the ability to deliver direct to consumers, while Amazon gains physical real estate in major markets. Amazon didn't just acquire Whole Foods, it acquired 431 "upper-income, prime location distribution nodes," as stated by Denis Berman, Financial Editor at WSJ.

#### Implications for Competitors

If all goes according to Amazon's plan, the disruption of the grocery store industry will also lead to implications for the producers and distributors of their products. As consumers gravitate towards the convenience and accessibility of online grocery shopping, competitors will be forced to slash prices in order to stay afloat, thus cutting the profits significantly for distributors.

#### Amazon's Unique Advantage

Amazon holds a unique advantage over many of its competitors in that it can survive losing money in one particular industry for what may seem like a long stretch of time, because it will continue thriving in other industries, keeping the entire business afloat. What this means is that while Amazon may not immediately dominate the grocery game, it can continue to operate selling inexpensive food items while bringing in revenue from, say, books and entertainment.

#### What This Means for B2B Creditors

Creditors within the food & beverage industry will need to proceed with caution as they choose which grocery stores to do business with. If sales are dipping, debt will likely increase while the average trade value and sale amount will decrease. Creditors considering working with Whole Foods competitors will need to review credit limits regularly and adjust where necessary while Amazon / Whole Foods potential industry dominance unfolds.

*Cortera Blog June 22, 2017*

