



Shamaria Smallis named Caine & Weiner Chief of Staff

In alignment with the strategic intent contained in Caine & Weiner's Mission/Vision statement: Ongoing Investment in People, Procedures, Compliance and Technology, and with the expansion of our national footprint, Shamaria Smallis, previously serving as Vice President of Human Resources, has been named **Chief of Staff**. This is a highly influential role combining strategic planning, business management, internal communications, and cross-functional initiatives. Caine & Weiner's leadership team is extremely excited to add Shamaria to our executive team; she will be a significant contributor to our internal growth and talent management initiatives as we continue to lead the industry.



ARE YOU GOING?

CLICK HERE

to let us know and see next page for your printable invitation to the NACM Connect and Caine & Weiner Hospitality Reception Sunday, June 10, 6-8 p.m.

Be sure to visit Caine & Weiner at **Booth #309!**



Lisa Newberg



Irving Masliah



Kara Vieau



Jim McGee



Rich Alex



Kenny O'Rear

Caine & Weiner congratulates employees for excellence

Caine & Weiner is proud to announce that the following employees were awarded the company's annual President's Circle Award for exceeding their annual goals in 2017: Lisa Newberg, Irving Masliah, Kara Vieau, Jim McGee, Rich Alex and Kenny O'Rear.



Conference Circuit Roundup



Sr. VP of Client Services Brad Schaffer attended the National Equipment Finance Summit hosted by NEFA March 14-16 in Las Vegas, where 300+ equipment finance professionals were in attendance.



Transportation Revenue Management Group



Sr. VP of Client Services Brad Schaffer and Sr. Manager of Client Services Kenny O'Rear attended the Transportation Revenue Management Group (TRMG) Spring Conference April 15-17 in Philadelphia.



Above left, congratulations to Keith Dixon with Star Leasing—winner of our \$100 Visa Card door prize! He is pictured with Brad Schaffer, left, and Kenny O'Rear, right.

Below left, Kenny O'Rear visits with client Michael Smedlund from J.B. Hunt.

Print this invitation and bring it with you to Credit Congress

We look forward to seeing you!



**YOU'RE
INVITED**

**NACM CONNECT
AND
CAINE & WEINER
HOSPITALITY RECEPTION**

Sunday, June 10th

6:00 pm - 8:00 pm

in the

**PHOENIX CONVENTION CENTER
ROOM 229AB**

Bar & Hors d'oeuvres

By Invitation Only





Questions to Ask a Prospective Agency

If you are seriously considering giving some business to a new collection agency, there are a number of questions that must be answered before you can make an intelligent decision. The most important questions are these:



BICA
NATIONAL CONSTRUCTION NOTICES
OPEN HOUSE
APRIL 25



The Board of Directors and Staff of the Building Industry Credit Association (BICA) hosted a product viewing and open house in conjunction with their general meeting to launch their new Member Portal.

C&W VP of Client Services Lisa Newberg was in attendance.



1. How often do you remit payments on money recovered from debtors? Often collection agencies remit payment once a month. For example, collection agencies might have the following policy: Funds recovered will be remitted to the creditor by the fifteenth day of the month following collection. This is a point you might want to negotiate with the agency. Being paid once a month (on the fifteenth) means that the agency is holding your money for an average of 22.5 days.

2. How often will you make progress reports on the status of your collection efforts?

A professionally managed collection agency will normally provide their clients with written summaries of their collection efforts on a monthly basis or as often as required. In addition, more agencies are setting up websites where clients can have "real-time" access to collectors' notes.

3. How do you collect accounts? You need to know if the agency will send a collector to visit the debtor, or call the debtor, or send a series of collection letters. An agency that does nothing more than write a series of collection letters is far less likely to collect than an agency that calls or visits the debtor personally.

4. How long will you work on an account before recommending that an account be turned over to an attorney? Different agencies have different schedules. It's important to know the minimum and maximum amount of time the agency will devote to its own "in-house" collection efforts.

5. If your in-house collection efforts don't work, what happens next with the claim? Normally, the collection agency will notify you within 90 days of receiving a placement to indicate whether or not the agency believes the debt is collectible. If they cannot collect, they will normally make a recommendation about whether or not the claim should be referred to an attorney. If you wish, the agency normally has a business relationship with collection attorneys and can arrange to transfer the claim to an attorney.

6. How would funds received from your collection efforts on our behalf be segregated from other cash? The agency should maintain a separate trust account in which remittances from debtors are kept. Collection agencies are acting in a fiduciary capacity, and you have a right to know how your money is being safeguarded.

To learn more, visit www.credittoday.net.



Chief Commercial Officer Joe Batie participated in a Roundtable Discussion on **Collections Best Practices** at the NACM Connect annual meeting April 19th in Chicago.

Topics included:

- Characteristics of a "Collecting Machine"
- Top 5 Impediments to Optimal Collections
- Rewarding Collections Collection Strategies
- Elevating to a Collection Agency
- Collector Measurements, Automated Software
- Debt Recovery and Customer Preservation Best Practices
- Collection Communications
- Segregating Credit and Collections functions



Chief Commercial Officer Joe Batie and Sr. VP of Business Development Brad Robinson



recently visited with Doree Gordon-Cardwell and Dolores Reyes at our client Spireon to review our collection strategy with the company. Spireon is a vehicle intelligence company in Irvine, CA, that specializes in providing visibility and insight from connected vehicles to help businesses run smarter, and people drive safer. Caine & Weiner is proud to be the provider of their receivables-to-cash solutions!

The Biz is Caine & Weiner's quarterly client newsletter.
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creditandcollectionnews
A DIVISION OF EL SOS

CCN FACTOID: More than 50% of Collection Items on a Credit Report are from Medical Debt



Top 3 Challenges Credit Managers Face and How To Fix Them



Increase revenue and minimize risk by addressing these common challenges tactically and head-on

Excerpt from whitepaper by Cortera. [CLICK HERE](#) to read full document.

New Bank for Client Payments

Please make sure you are remitting your payments to our new bank:

Commercial Bank of California

[CLICK HERE](#) to request our bank ACH information.



ACH Brings Faster Remittances

Caine & Weiner, serving the credit community with Receivables-to-Cash Cycle solutions for over 87 years, features the fastest remittance standards in the industry. We remit weekly after funds have cleared and deliver via ACH as a standard service offering. Join Team Green! Click below to receive information on changing over to ACH Remittances!

[CLICK HERE](#) to request ACH for your remittances.

Every day, credit managers are faced with the challenge of making large financial decisions for their businesses. With so many B2B data options available today, it can be hard to determine which is the best fit. Even with all of the options available, credit departments of all sizes still face the same challenges.

The Challenges

1. Incomplete or Irrelevant Data
2. High Work Volume vs. Budget Constraints
3. Pressure from Sales Teams

Managing B2B credit is no easy gig. Being a successful credit professional means more than just understanding and issuing trade credit. It means overcoming the daily challenges and making the best, most well-educated decisions possible for your business. Luckily there are solutions to meet every business's need, streamlining processes and lightening workloads.

The Solutions

Investing in Actionable, Predictive Data

Static data like demographics and SIC codes are a thing of the past. Predictive analytics and artificial intelligence are headlining the news on a daily basis, and there's no reason to believe that type of data doesn't work in the B2B credit space. Spend data tells a company nearly everything it needs to know about the businesses it works with, while payment data will always have its place within the B2B marketplace, it must be combined with spend data in order to be effective.

Cutbacks & Automation

Unlimited plans are great — unlimited data, unlimited gym access, unlimited ice cream — you name it, and it sounds like a great deal, right? Wrong. When it comes to B2B credit, there is such thing as too much. What "unlimited" really means is that your provider has chosen some number that is so far ahead of what you're actually using, it gives off the illusion of being an endless supply.

You also may find that you don't need all of the same products and services that other businesses in your industry do. For example, you may not need a credit and collections module or automated scoring. That's totally fine - just be sure that those products aren't worked into or "included" in your contract. In the B2B credit world, nothing is ever free. Keep this in mind when building your custom solution.

Once you have the right data in place, you can fuel the right systems. The best way to overcome the challenge of a heavy workload is automation. Implementing an A/R monitoring system will keep you ahead of your entire portfolio, staying aware of key account changes such as drops in spending, financial news, tax liens and civil judgments, or other important information. Automation and alerts help to proactively increase efficiency for virtually any business to take advantage of.

Set Rules for Decisions through Algorithms

Once a credit request is approved, you need to determine its limits. High work volumes can make this process extremely tedious and time consuming. By creating algorithms that will set the rules for credit decisions, you can streamline the entire process, thus minimizing risk and increasing decision hit rates. You'll have yes-or-no decisions in minutes, along with a range of recommended credit limits to choose from.

Caine & Weiner
and
CORTERA

Working together to maximize your collections results.

Automate your collections with Cortera Pulse.

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



[CLICK HERE](#) to read full whitepaper by Cortera