



The Employee Environment



page 2



Pedaling for a Cause



page 3



Making Connections



page 4

The Caine & Weiner Credit Congress Team (left to right) Brad Robinson, Greg Cohen, Shamaria Smallis, Joe Batie, Michelle Followay, Lisa Newberg and Frank Dispensa



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Caine & Weiner Attends 122nd NACM Credit Congress

Thanks to everyone who visited our booth at the National Association of Credit Management's 122nd Credit Congress & Expo, held from June 10-13 in Phoenix. 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 co-host 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 our phone charging station, a refreshing beverage, and a chance to win a door prize.

In attendance at the booth this year were Chief Commercial Officer Joe Batie, Chief of Staff Shamaria Smallis, Senior VP of Business Development Brad Robinson, VP of Client Services Lisa Newberg, VP of Client Operations Frank Dispensa, and Senior Client Relations Manager Michelle Followay. Greg Cohen, President & CEO, was in attendance as well, representing Caine & Weiner as well as the International Association of Commercial Collectors as their Immediate Past President.

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

Special thanks to the Phoenix Convention Center and especially Darnell Foster and the NACM Staff for orchestrating another successful Credit Congress & Expo!

The Caine & Weiner Team looks forward to seeing everyone in Denver at the 2019 NACM Credit Congress!



Go to Page 5 for more news and photos from the NACM Credit Congress and other events in our ...



Conference Circuit Roundup





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An Excellent Employee Environment is in the Details

By Shamaria Smallis, Caine & Weiner Chief of Staff



Shamaria Smallis is a strategic and innovative HR leader with more than 20 years progressive experience in the entertainment, banking/financial, aerospace, and manufacturing industries; she is regarded as a trusted adviser to the executive and leadership teams and has successfully built and led Human Resource teams which focus on the recruiting and retention of key talent that drives business return of personal investment. Also known as a results oriented thinker, Shamaria has excellent judgment, communication and influencing skills in conjunction with a proven track record of discovering creative solutions that meet ever changing unique business needs and challenges.

Shamaria can be reached at (818) 251-1721 or shamaria.smallis@caine-weiner.com

Earlier this year Caine & Weiner moved its corporate headquarters from Woodland Hills to Sherman Oaks, California. During that time, a great deal of focus was placed on the employee working environment. The wonderful modern amenities of this new space will provide our agents and management team a secure professional environment. On a daily basis, these details translate into maximizing our employees' ability to achieve effective and efficient superior results for our clients.

In the May 2018 issue of Human Resource Executive magazine, Andrew R. McIlvaine addresses the employee environment in his article "The Future of Work." McIlvaine says an important concept today's HR executives need to consider is "design thinking." That concept, according to David Mallon, VP and head of research at Bersin by Deloitte, boils down to creating an end-to-end experience that meets or exceeds the expectations of the people you serve. "The core of design thinking is empathy – walking in the shoes of your target audience and understanding what that means," Mallon says. [CLICK HERE](#) to read full article in Human Resource Executive magazine.

With today's employee expectations in mind, here are some of the details considered with Caine & Weiner's transition to our new headquarters:

- Workspace ergonomics
- Up-to-date technology
- Floor plan and traffic flow
- Inviting space for breaks and lunches
- Natural light
- Modern finishes and furnishings



In addition to the physical environment, a few other details that can make a workplace appealing, comfortable, and conducive to high employee morale and achievement.

Dress code: Having made the transition from casual dress Fridays to a daily casual dress environment at Caine & Weiner has improved employee morale and as such, impacts business results. Happy employees are more engaged and perform their best when in a positive mindset.

Incentives/contests/rewards: Employee recognition is important and an excellent opportunity to show our employees how much they are appreciated and valued. Employees are more likely to continue to be motivated and perform at a high level. Our employees are regularly recognized in our company publications and during team meetings for exceeding their performance goals.

Team-building events: The level of employee engagement within their department is apparent as they connect with a variety of on and offsite activities, thus boosting the level of engagement and commitment to their co-workers and the Company. Events at Caine & Weiner have included departmental outings to play putt-putt or attend a baseball game, office-wide holiday dinners and picnics/cookouts, etc.



Charity/causes activities and fundraising: In alignment with our mission/vision statement—We are committed to building a positive, professional environment that fosters teamwork and honors our historic service values and integrity – Caine & Weiner and our employees give back to the communities in which we live and serve. Giving back as a Company allows us to connect as a team as we build and connect



continued on Page 3



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 Proud to Participate in Pedal on the Pier Fundraising Event

Caine & Weiner was proud to send a team to participate in the Pedal on the Pier fundraising event June 3, 2018, to benefit the Harold Robinson Foundation. Each team was required to raise a minimum of \$2,500; the Caine & Weiner team – **Raisin Caine** – raised \$15,000 for the foundation. Also supporting **Raisin Caine** was Cami, daughter of Greg & Chris Cohen. Her foundation, **Cami's Clozet**, supports the **Harold Robinson Foundation** with clothing donations for campers. The donations are distributed to kids attending Camp Ubuntu's 3-day sleepaway retreat.



The **Raisin Caine** team, led by President & CEO Greg Cohen, consisted of Chief of Staff Shamaria Smallis, Chief Commercial Officer Joe Batie, VP Corporate Counsel Steven Friedland, Operations Managers Clay Small and Rogger Virgill, Executive Assistant Maricor Bolado, and Myishea Hudson, Patricia Malki, Jhustin Solero, Yanalthe Jovel, and Steven Romero. The team pedaled relay-style for five hours to earn their donations and was supported by a variety of family and friends to encourage and cheer them on.



Top, Caine & Weiner President & CEO Greg Cohen, front, presents a donation check for \$15,000 to Harold Robinson Foundation Co-Founder Jeff

Robinson. Left, **Raisin Caine** team members Maricor Bolado, Patricia Malki, Joe Batie and Greg Cohen cheer on Steven Friedland. Right, Rogger Virgill and Clay Small encourage each other to keep pedaling for the kids!

The **Harold Robinson Foundation** was established based on the principle that each and every child deserves opportunities, no matter where they stand on the socioeconomic ladder. HRF provides the funding and resources to send Los Angeles' less fortunate children to camp, in a safe and nurturing environment, far away from the stress that most of them face on a daily basis. HRF strives to create a sense of purpose and accomplishment in each individual, while working towards building communities through communication and support for schools and families. The mission has grown from the simple hope of allowing youths to experience camp for a weekend to investing in their futures, their families, their schools and their communities. Please watch the following videos to learn more about HRF: [Harold Robinson Foundation Videos](#).

Pedal on the Pier is an outdoor physical philanthropy event with 100+ stationary bikes on the iconic Santa Monica Pier, overlooking the Pacific Ocean. 400+ riders cycle for 5 hours/100 miles with some of the city's top cycling instructors, while 1,000 family and friends cheer them on. "The funnest fundraiser in Southern California" featured DJ's, musical and special guests, dancing, vendors and lots of great food and drink. POTP is a high-energy fundraising event which benefits the HAROLD ROBINSON FOUNDATION.

HRF is a 501(c)(3) working to improve the lives of our city's impoverished children by providing them with a camp retreat where they participate in diverse recreational programs that are designed to strengthen confidence, independence, build character and develop leadership skills.

The motto of Pedal on the Pier is **We Spin, Kids Win!** and its goal is to raise \$1,000,000 to send underserved kids to camp through the Harold Robinson Foundation. The foundation funds Camp Ubuntu, which brings more than 25 underserved schools on 3-day camp retreats; Ubuntu Watts Day Camp in the heart of Watts; and Parenting from the Heart, a unique parenting program.

"I am so proud of the Caine & Weiner team for coming together to make such a substantial donation to such a good cause," said Greg Cohen, Caine & Weiner President & CEO. Chief of Staff Shamaria Smallis added, "The team put forth a great effort. Our hearts were warmed by the positive energy and goodwill this worthwhile event creates."

Cami's Clozet Mission Statement: (founded by Cami Cohen):

Cami's Clozet brings fabulous clothes to fabulous kids at sleepaway camp! Through the Harold Robinson Foundation clothes donated allow the inner city kids that visit Camp Ubuntu to go shopping for "free" in a store that is set up especially for them.

The Employee Environment, *continued from Page 2*

with others. Giving back has inspired, energized, and empowered our employees. Most recently this was demonstrated in their participation at a 5-hour cycling event on the Santa Monica Pier, raising funds to send underserved kids to camp through the Harold Robinson Foundation (*see story above*). A company-wide campaign for our employees as well as our customers also raised funds for Hurricane Relief in the fall of 2017.

Employee communications: With our new corporate office as well as four regional offices across the U.S., communication between employees and departments is a continuous challenge. Activities such as teleconferences, and face-to-face senior management meetings as well as travel to our regional offices, keep our departments engaged and performing at the highest level. On a company-wide basis, our employee newsletter The Buzz, regular inter-office memos about employee accomplishments, birthday and work anniversary cards sent to each employee, help us all feel connected as a work family.

The combinations of these elements are essential factors to consider for employee engagement and achieving results. Caine & Weiner is always looking for new team members to join our excellent employee environment! [CLICK HERE](#) to learn more about our opportunities!



Making Connections



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



Caine & Weiner Sr. VP of Business Development Brad Robinson, above right, presented at three NACM Connect annual meetings recently: May 8 in Wichita, Kansas, May 10 in Kansas City, Missouri, and May 15 in LaVista, Nebraska. His presentation on **Negotiation Techniques** combined negotiation techniques and tips with behavioral responses to assist any credit professional to maximize most any negotiation.



Irving Masliah, left, Senior Client Services Manager, hosted our client LaSalle Smith, VP of Accounts Receivable with Edelman, at a recent Los Angeles Dodgers baseball game. Caine & Weiner is proud to be providing excellent accounts receivable management services to Edelman since 2007!



Brad Schaffer, left, Senior VP of Client Services, and Michelle Followay, right, Senior Manager of Client Relations, represented Caine & Weiner as guests of Corky Webb, center, with SinglePoint, May 3 at a Kentucky Derby Week event called "Thurby" at Churchill Downs in Louisville, Ky.



Tina MacQuarrie and Dan Kagan, center, from Holland/Princess Cruise Lines, visited the new Caine & Weiner headquarters in Sherman Oaks to discuss their receivables-to-cash strategy with Chief Commercial Officer Joe Batie, left, and VP of Client Services Lisa Newberg, right.

The Biz is Caine & Weiner's quarterly client newsletter.
 Editor: Jennie Hirtzel
 Marketing Manager
 jennie.hirtzel@caine-weiner.com
 (502) 425-3490



From left Rabobank Group's Reina Johnson, Lending Collections Mgr./Special Assets Mgmt., and Kyle Cook, SVP/Mgr. Retail Special Assets/Special Assets Mgmt., visited Caine & Weiner's VP of Client Services Lisa Newberg and VP of Compliance & Quality Assurance Steve Simon.





Conference Circuit Roundup

continued from Page 1



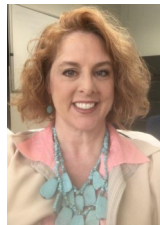
Good to See You! Greg Cohen enjoys a visit with NACM Connect President & COO Phil Lattanzio at the Hospitality Reception that NACM Connect co-hosted with Caine & Weiner.



Ready to Serve! Caine & Weiner served up morning beverages and Receivables-to-Cash advice at their booth. People came from far and wide to visit!



Rockin' Around the Clock! Lisa Newberg enjoyed the Closing Night Party with Cathy Locke of Procopio Cory Hargreaves (left) and Norma Thomes with Oracle (right).



Big Winners! Left, Shamaria Smalis and Lisa Newberg present Mark Lucas with First Insurance Funding our Google Home door prize. Right, Robin Walters with Brenntag wearing our Jewelry door prize. Terri Lawrence (not pictured) with Primex Wireless completed our Booth Visitor Survey and was chosen in our \$100 VISA gift card drawing.

Booth Visitor Survey and was chosen in our \$100 VISA gift card drawing.

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 features the fastest remittance standards in the industry.

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Left, from top, John Pucin, Greg Cohen and John Myers. Right, from top, John Pucin speaks as host of the Mid-Year Conference, and networks with conference attendees.

Caine & Weiner Attends IACC Mid-Year Conference

Caine & Weiner's President & CEO Greg Cohen, and Vice President of Strategy & Planning John Myers, attended the International Association of Commercial Collectors Mid-year Conference June 6-9 in Chicago. The IACC Conference was held as part of the Commercial Law League of America (CLLA) National Conference. John Pucin, Caine & Weiner's Senior VP-Corporate Counsel in their Chicago office, served as the CLLA Midwest Regional Chairperson and host of this year's Mid-Year Conference.

Caine & Weiner President & CEO Greg Cohen attended in the role of the IACC's Immediate Past President. Greg also represented the IACC at the NACM Credit Congress & Expo in Phoenix June 10-13.

John Myers, who serves on IACC's Emerging Leaders Committee, presented on the topic of Recent Commercial Compliance Trends. Other topics at the conference included technology and social media, case studies and round table discussions. John was also recently selected to be on the Young Members Section Executive Council for the CLLA.

2018 SUPER CREDIT BOWL

NACM CONNECT CREDIT CONFERENCES

St. Louis, MO | Chicago, IL | Columbus, OH
September 19-20 | October 17-18 | November 7-8



Look for Caine & Weiner at these NACM CONNECT Credit Conferences!
St. Louis September 19-20
Chicago October 17-18!



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5 Steps to Finding the Right Business Data Provider

Published on *Cortera* blog April 3, 2018
www.cortera.com



1. Size and type of data: The breadth and depth of data points should align to the purpose for the data. Do you need specific locations, companies, methods of contact, account information or behaviors? Is there a volume of records to effectively gauge trends or satisfy lead counts for marketing and sales teams? Just because a provider has a large number records, doesn't mean the majority of those will be the ones you need. Ask for a percentage breakdown by industry, target market, occupational title or any other specific demographics required to meet your objective.

2. Accurate information: How many meetings have you attended where the conversation ends without a decision due to data inaccuracies? It is a constant challenge and while no one is perfect, look for the providers dedicated to frequent updates. They will be closest in accuracy. Typically, these are the companies with a contributory database model where files and information are continually flowing into the system. During your research process, ask about data refresh and contribution to get a sense on how confidently you'll be able to make decisions on the information provided.

3. Analytical capabilities: While many data providers are focused on simply selling data lists and reports, the more advanced players have woven in capabilities like predictive modeling and artificial intelligence. Sure, it's great to have the right contact information, but there are endless additional benefits when you know even more about the contact. What if you could analyze what has already taken place and what may happen in the future? For example, Cortera predicts the health of a business through analysis of its spend; this helps their customers identify the best opportunities for revenue growth while mitigating operational risk.

4. Innovation and support: As with any new system, there will be a learning curve for those using it the first time. Important questions to ask your provider is if they have a training program and/or what self-serve tools are available? Is there a dedicated point of contact for questions along the way? You will want quick wins. How fast will you be able to yield results and how simple is the integration? Also, you'll want to understand how dedicated they are to ongoing innovation and enhancements. Do they have a product roadmap? How do they communicate enhancement plans? Is there a mechanism for customers to provide comments or ideas?

5. Pattern of growth: In order for a database to stay relevant, it needs to continually evolve and expand. Take a look at how far your potential provider has come over the past 5, 10+ years, and make sure there has been significant growth. If they haven't proven success in expanding over time, you may find that while they are an option today, they may be unable to deliver future results as your business continues its data evolution.

Caine & Weiner
and
CORTERA

*Working together
to maximize your
collections results.*

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collections with
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ICL Wants Your Input!

The Institute for Collection Leadership (ICL) is a new and innovative organization in the credit and collection industry created with the sole purpose of promoting and advancing the specific interests of its large-company members.

ICL wants to hear your story. And they think others should too. Please complete their **Call Volume Survey** and provide a brief description about your experience with third-party debt collection.

ICL would like to hear from credit managers as well as collection agents and others in the accounts receivable management industry.

CLICK HERE to share your truth!

