

**CREDIT RESEARCH  
FOUNDATION**

**OPEN FORUM**



MARCH 14 - 16, 2022  
SAN DIEGO, CA

1

## **OPEN FORUM GUIDELINES**

- The Open Forum discussion is a unique opportunity to learn and help your colleagues by sharing your knowledge.
- CRF has a number of vendor members and the input to the conversation by both practitioners and vendors alike is encouraged so that everyone's input and knowledge can add value to the discussion.
- We do however request that vendors **not promote** their products during the general discussion in fairness to all in attendance, but rather carefully construct their input so that their knowledge and experience can be used for the benefit of everyone.

2

## OPEN FORUM PROTOCOL

- Please wait for a microphone
- Identify yourself and your company affiliation

3

## MIKE THELEN LAND O'LAKES

- What is the current status of returning to the office and virtual work offerings?
  - Maybe Bill can handle this by way of a show of hands for those who are mainly required to return full time; those that are part time; those where the employee decides and those where virtual is the stated new policy/position.
  - Then we can talk about those decisions and what management and staff think about their situation...
- What are people currently experiencing in hiring for various open positions? Anything that is working to get more applicants or successful hires?
- When implementing Credit – A/R software, robotics or automated intelligence processes, how do you staff for project management - management (within Credit/AR, IT, the vendor, etc.)?

4

## **KURT ALBRIGHT ULINE**

- Does anyone have any resource that can identify their customers that may be backed by Russian investors?

5

## **STEPHANIE PREWITT ALCON VISION**

- What payments method trends are you seeing lately?
- Has anyone used Verisave services in the past? What was your experience? Did you see savings?

6

## **KURT ALBRIGHT ULINE**

- Looking to see if others have experience with a company called RISKIFIED?

They vet credit card payments for new customers and guarantee against chargebacks. Besides paying back the chargeback, we can offload a number of order reviews and take on some risk that we might normally have declined.

7

## **BRENT MATTHEWS INGRAM CONTENT GROUP**

- KYC (Know Your Customer) Solutions: We currently use Thompson Reuters – CLEAR platform for consumer validation, but on the international front there are many countries that CLEAR doesn't cover. Are there any KYC solutions any members are using specifically in the international arena?
- Cybersource – Fraud Management Essentials: We are looking to bring in FME. Is anyone using CyberSource – FME? My one concern with FME is stopping commerce for valid high velocity customer transactions.

8

**BRUCE NATHAN/ANDREW BEHLMANN  
LOWENSTEIN SANDLER**

- With inflation seemingly out of control and the Fed finally stepping in (maybe too late), what lies ahead in 2022 and 2023 in terms of customer defaults and bankruptcies?
- What are small and midsize businesses doing to implement automation at the front end of their order-to-cash cycle (credit application, onboarding, etc.)?

9

**LORI VAN FLEET  
SHERWIN-WILLIAMS**

- How do you prioritize your collection calls with your collectors? Do you use any AI for that prioritization?

10

## **CHRIS RIOS DUN & BRADSTREET**

- Digital Transformation, just talk or is traction being made?
- Is Shared Services still a thing?
- On-going business operations amid COVID?

11

## **JOE DE MARTINI CALPORTLAND**

- What type of training, and how long, is provided to new employees?
- Is anyone doing succession planning?

12

## CRF SUBMITTED QUESTION

- Ukraine/Russia conflict – has anyone taken a new approach or modified aggregating information and insights and incorporating into decision-making on customer onboarding/supplier onboarding and portfolio management?
- Are any organizations using “alternative” insights in their customer onboarding/credit decisioning process such as Restricted Party Screening or Beneficial Ownership or Politically Exposed Persons (PEPs)?

13

## CRF SUBMITTED QUESTION

- Is there a sense that with the focus on digital transformation and automation some of the foundational discipline basics are getting lost in the credit and risk management of portfolios?

14

## JEFF WEBER ULINE

- Ongoing fraud chargeback (CBK) case with sales dating 12 months prior. CBK's were from Sep-Dec 2021. Orders were placed on the same CRC (matching AVS), the same browsing sessions and shipped to the same addresses as orders from Jan-Aug 2021. Have you experienced fraud CBK's after having no CBK on the CRC over such a long period of time? Successful in winning dispute?
- With ongoing staffing shortages, what measures has your company taken to automate processes?

15

## MICHAEL MINO VERITAS

- Tracking direct and indirect exposure to customers in Russia, Belarus and Ukraine:
  - sold direct( and visible in an AR Aging)
  - through distributors and resellers
- Customer Master data issues
  - Customer account naming practices - legal business names, trade-styles etc. - *Does the Credit & Collections function update customer names as part of the periodic credit review process?*

16



## **BRUCE NATHAN/ANDREW BEHLMANN LOWENSTEIN SANDLER**

- Labor shortages, shipping bottlenecks, country-specific issues, supply chain disruptions, and other problems plagued businesses of all sizes throughout 2021. Coupled with the highest inflation in 40 years and aggravated by the Russian/Ukraine war and record energy prices, those pressures have continued into 2022, impacting and increasing the risk of dealing with customers and vendors - both those who are distressed and even those that aren't in financial distress. Are any of you experiencing these concerns with your customers, vendors, or both and what issues are you dealing with? What contract and other protections are available to protect us from these risks?

17

## **ED BURTON CST WORLDWIDE**

- What steps are people making to prepare for worst case scenario on the world landscape, war/sanctions/shortages/government regulations... etc. How do you foresee credit changing in times we have not experienced in 50 years worldwide?
- Recent white paper from an industry source indicates honesty/open discussion with employees/vendors/customers will be dynamic in maintaining continuity--any comments?

18

THE END!!!!!!  
Thank you all...

19

**CRF FORUM AND EXPO**  
AUGUST 8 - 10



LOUISVILLE MARRIOTT DOWNTOWN

20