

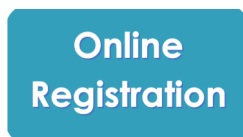
E~CREDIT NEWS

October 2022

Your Associations Newsletter

In this issue:

- Why Someday Every Business Will Have a Digital Lockbox
- Information you need to know
- Contacts
- Industry Credit Groups & Education Events



“Effective Collections: The Art of Getting Paid” Webinar

October 11, 2022

9:00 a.m. – 10:00 a.m. CT

We all heard the expression: “A sales is not a sale until the cash is in the bank.” Thus, credit professional are vital in the generation, maintenance and preservation of a company’s profit and cash-flow. Why? Because they are at the heart of the collection process!

The participants will learn about:

- ◆ The Cs of Collection
- ◆ Collection Strategies
- ◆ Operation Cash-Flow: Tactical Collection Approach
 - ◆ The six lines of defense
- ◆ The role of the telephone and personal communication
- ◆ The AW Matrix – a collection focus
- ◆ Difference between excuses and reasons
- ◆ and much more

**Meeting
Details Here**

Joining an Industry Credit Group sponsored by an The Association or any of the other entities that run (professionally) Industry Credit Groups in America is, in my opinion, one of the easiest decisions in the history of easy credit decisions.

Perhaps an illustration would help. Let’s assume these facts:

- Total costs including travel for Industry Credit Group membership is \$5,000
- Your average bad debt loss is \$20,000
- As a result of your Group Membership, you avoid one (and only one) of these losses each year, and
- Avoiding this single \$20,000 loss is the only benefit of Group Membership (Hint: it won’t / cannot be the only benefit)

Assuming these facts to be true, then your Return on Investment is 400%. In my 30 years of experience, the ROI on Industry Group Membership was always much, much higher than 400%.

If your company is not a member of at least one industry credit group, you owe it to yourself & your employer to investigate joining an Industry Credit Group. It really is an easy decision.

Verbiage provided by Michael Dennis

Contact The Association for [more details](#)

BCMA HQ
15755 W Rogers Drive Suite 100
PO Box 510157
New Berlin WI 53151-0157

BCMA Fox Valley Location
2711 N. Mason Street, Suite C
Appleton, WI 54914



NEW ASSOCIATION CONTACTS:

Mary Kohlenberg
Hein Electric

NEW CREDIT GROUP MEMBERS:

Plumbing & Heating Industry Credit
Group

Tabitha Maxwell

Auer Steel & Heating Supply

Milwaukee Electrical Product Suppliers
Industry Credit Group

Mary Kohlenberg

Hein Electric

If you have something you would like
us to announce please send an email to

admin@wcacredit.org



Why Someday Every Business Will Have a Digital Lockbox

By: Mitchell Rose, Senior Vice President & General Manager,
Corporate Segment, Billtrust

How AR and AP professionals prefer to make and receive payments is shifting alongside the colossal growth of the B2B payments market. When the market was worth a fraction of what it is now, check was by far the preferred payment method. Now that roughly \$120T in B2B payments are processed annually, demand for quick, easy and efficient digital payments experiences are becoming a necessity to ensure efficient financial operations. A natural evolution of this has been the introduction of digital lockboxes, an electronic address businesses use to receive payments via ACH, credit card or wire transfer.

I believe, someday soon, every business will have one because, just as physical lockboxes automate check processing, digital lockboxes automate electronic payments where remittances are typically received by email or via a portal. Given the volume of payments changing hands in the B2B space today – as well as the challenges threatening to slow down the movement of cash – it is imperative that AR and AP professionals are able to quickly and easily send and receive payments.

With that in mind, here's why digital lockboxes will soon become commonplace across the B2B landscape.

The Need to Address Mail Delays

Before B2B's massive digital transformation took place – and indeed before COVID-19 and its ensuing economic turmoil upended businesses, organizations sent and received payments primarily via mail. They had relented to the reality that one check cost roughly 50 cents (often even more) to mail, and once they sent it, there was a three-to-five-day lag before it reached its destination.

It was perhaps only when the USPS struggles started to make headlines during the early stages of the pandemic that finance professionals realized the urgency in shifting away from inefficient processes which were contributing to slower settlements. With AR teams already under pressure to maintain their organizations' financial health, they found themselves in a challenging situation where the receipt of paper checks threatened to reverse their receivables as mail delays significantly increased float cost.

Meanwhile, AP and AR professionals who attempted to switch to automated clearing house (ACH) also realized it created more manual work with the person sending the payment needing to call up their receivables counterpart to ask for bank account and routing data. While this is not much of an issue when you are only dealing with a few payments per month, it is a massive problem for organizations sending and receiving thousands of payments. Like mailing checks, it just adds to

Why Someday Every Business Will Have a Digital Lockbox *(CONTINUED)*

organizations' outstanding balances and threatens their financial security.

For these reasons, digital lockboxes are emerging as a popular solution to B2B's mail float and cash flow problems.

The Rise of Accounts Payable Portals

It is ironic that digital payments can create manual work for AR teams. But as buyers shift to AP platforms such as Ariba, Coupa, Taulia, etc., the AR department must learn how to deliver invoices to these systems, collect payments in new formats and manage the disputes that are communicated from them.

Simply put, an AR team's ability to accept digital payments requires modern processes. In fact, recent research shows that 40% of AR teams do not have the self-service capabilities their customers want, and over 50% lack real-time integrations with their ERP systems or automated integration with their customers' AP portals. All of this slows productivity and cash flow and creates a poor customer experience. To truly succeed digitally while maximizing cash flow requires a commitment to automation. This is just another reason why digital lockboxes are so valuable. They ensure that buyers' payments preferences are honored and that AR teams' expectations for speed and ease are met.

Finding Easier Ways to Pay and Get Paid

The rise of digital lockboxes is in direct response to the challenges outlined above, but it is also yet another example of how the consumerization of B2B payments has pushed payments professionals to seek the same ease they enjoy in their personal lives in their business lives.

Similar to how Venmo enables consumers to send money instantly to peers, digital lockboxes offer B2B organizations a faster, cheaper and more secure method of processing payments and invoices. They do this by capturing the payment instruction when an invoice is approved to pay and moves the money to the supplier based on its payment preferences. It obtains the remittance, posts it, and presents it in a format compatible with the company's AR process. For the B2B space, this is truly game changing, holding the potential to rid the industry of the frustrating inefficiencies that have interfered with organizations' access to capital for decades.

What digital lockboxes growth showcases is how the challenges of the past two years have inspired AR teams to accelerate the adoption of new platforms that make their lives easier. As a result, the time has come for all digital payments to be streamlined, with suppliers getting paid faster, with fewer exceptions and less labor. Digital lockboxes are key to this transformation, unlocking a more modern, cost-effective and simplified way of doing business.

About the Author

Mitchell Rose is Senior Vice President and General Manager, Corporate Segment at Billtrust. He has worked with hundreds of businesses to help them automate their order-to-cash process. Before Billtrust, he held senior-level marketing positions with Coca-Cola, Mattel and Warner Lambert. Mitch holds an MBA from Columbia University in Marketing and a BS in Applied Economics from Cornell University.

As originally re-published in the Credit Research Foundation 2Q 2022 Credit & Financial Management Review





www.wcacredit.org • 888-546-2880

Regardless of your company's size, all businesses share the critically important functions of timely and efficiently converting sales into accounts receivable and then into cash through the extension of credit. This has become known as the order to cash cycle.

BCMA\WCA is the order to cash\credit person's support and professional management organization. Our organization provides you with:

- The latest techniques in managing your receivables
- Optimal techniques in tactful collection, fraud and bad debt avoidance and;
- The opportunity for education that will raise the performance and efficiency of your credit and collection personnel to the highest level

Your company needs membership in the BCMA\WCA. Utilization of our programs and services can reduce your credit administration costs & improve your collections and cash flow. Take advantage of all The Association has to offer and receive a multi-fold return on your investment. Let us know what we can do for YOU.

EQUIFAX®

TGX
TRUST GROUP EXTENSIVE

TransUnion®

EQUIFAX®
CANADA
ccface
FOR SAFER TRADE

THE SMALL BUSINESS REORGANIZATION ACT, WHAT CREDITORS NEED TO KNOW

UPCOMING WEBINAR

Presenter:

Samuel Wisotzkey,
Attorney Kohner, Mann &
Kailas, S.C. Business
Bankruptcy Law

**Wednesday, November
9 9:00 – 10:00 AM CT**

Attendance Fees: • \$65
for BCMA/WCA Members
• \$79 for Non-Members
per Phone Line or
Computer Connection.
Unlimited attendees
calling from a single
connection will be
charged just one fee.
Discounts given for 5 plus
lines joining the Webinar.
Call BCMA/WCA for
details

Subchapter V of Chapter 11 provides specific rules for the reorganization of Small Businesses that differ in many ways from the usual Chapter 11 reorganization. The timelines to propose and confirm a plan of reorganization are substantially shortened, so creditors must be aware of these new rules to promptly and adequately protect their rights when a customer or vendor files a case under Subchapter V. This webinar will address several important issues surrounding Subchapter V, including:

- What eligibility requirements, including debt limits, apply for a Debtor to qualify as a Small Business under Subchapter V?
- What is the role of the Subchapter V trustee, and how should a Creditor interact with the Trustee?
- Can a Small Business Debtor pay administrative claims over time, unlike in a regular Chapter 11 case?
- What key provisions should a Creditor look for in the Model Subchapter V Plan?
- What Chapter 11 rules haven't changed in a Subchapter V case that a Creditor needs to keep in mind?
- The AW Matrix – a collection focus
- Difference between excuses and reasons • and much more

Upcoming Webinar

Presenter: Michael Dennis

**December 14, 2022
9:00 – 10:00 AM**

Attendance Fees: • \$65 for
BCMA/WCA Members • \$79
for Non-Members per Phone
Line or Computer
Connection. Unlimited
attendees calling from a
single connection will be
charged just one fee.
Discounts given for 5 plus
lines joining the Webinar.
Call BCMA/WCA for details

20 Things Every Credit Professional Needs to Know About Letters of Credit

It is absolutely the case that what you don't know as a credit professional about Letters of Credit can and probably will hurt you.

In this interactive program, we will examine the TWENTY things that every credit professional should know about credit applications. This program is for anyone who already uses Letter of Credit, and for those considering doing so.

DID YOU HEAR??

DID YOU KNOW??

IS IT TRUE??

THE ASSOCIATION CAN DO WHAT FOR ME & MY COMPANY?

- Commercial Recovery & Collections
- Consulting Services
- Credit Interchange Groups
- Education/Publications
- Fraud Prevention
- Industry Trend Data
- Legal Consulting Services
- Mediation Services
- Payment Trend Credit Reports
- Resume Referral Services
- Temporary Help Services
- Technical Seminars

We are your professional credit association, & are here to assist & provide services to our members in every facet of their day-to-day activities. Benefits provide you with many important cost-saving opportunities to maximize your credit & collection effectiveness. Call us today for more information & to begin process improvement today!

You're important to us, & we pride ourselves in making our client's needs our top Priority! Call us or click on photo below, if you have questions on any of the services that we provide.



ONLINE *Silent Auction*

WE NEED YOUR DONATIONS!

**The Auction benefits the Ice
Scholarship Fund**



We are excited to bring you the ICE Group's Annual Virtual Silent Auction! The auction will take place online on **November 15, 2022**, along with an exciting program on INCOTERMS. You don't want to miss this event. All monies raised during the auction go to the ICE Scholarship Fund. ICE scholarships are awarded to active ICE members or their immediate family members to help defray the expense of higher education. Over the years, ICE has awarded tens of thousands of dollars to deserving recipients. The awards are announced and disbursed in mid-summer just before the new academic year starts. For the past 2 years, the Silent Auction was run online, and we plan to continue that platform for the Silent Auction again this year. But the INCOTERMS program will be in person.

We need auction items. Silent Auction donations come exclusively from our member companies and their group representatives. **The time to consider what you can donate to help us with this year's auction is NOW!** Donations can be your company's product or swag, something you made, something you have but haven't used, or something you would personally like to donate. Even something as simple as gift cards are greatly appreciated but just about anything would be incredibly helpful.

To get your item(s) on the auction list we request you take a picture of the item, write a short description, the value, and your recommended starting bid amount, and email it to Nicole (nicolet@wcacredit.org) at BCMA-WCA.



INTERNATIONAL SERVICES

There are many benefits derived from ICE membership:

Network with your peers to find solutions to common problems & use our mentor resources to provide expert help with specific issues.

We have support – administrative, collections, credit reporting, adjustments, & research – available through the

local WCA office & its affiliates. In addition, our members include many prestigious manufacturers, banks, forwarders, brokers, as well as the U.S. Department of Commerce & Wisconsin Economic Development Corporation.

Our meetings, held every other month at various locations around the state, feature world class presenters of educational, cultural, & sometimes humorous topics of interest. We often include member presentations of "World Region Reviews" & round table open discussions of questions generated by our members.

Recent sessions sponsored by ICE have included letters of credit & a full array of export documentation issues, export insurance, foreign exchange & loss prevention. Analyses have targeted crises & their impact on Mexico & Latin America, China & the Pac Rim, & Eastern Europe. We've also looked at the opportunities for doing business in the more risky markets. In addition, as an ICE member, you will have access through our web site to the presentations from previous meetings, valuable links to our highly recommended informational resources, results of member surveys, & our most valuable asset – our members & their expertise via our membership roster. For further information regarding ICE, or to send us your comments, please contact Waynec@wcacredit.org or call 262-289-1224. Below is a link for ICE Membership if your interested.



Phone: (262) 827-2880
Toll Free: (888) 546-2880
Web: www.wcacredit.org



Would you like to contribute to the BCMA
Newsletter? Just write to us at
admin@wcacredit.org with your idea!

Your Association Contacts

BCMA HQ
15755 Rogers Dr #100
PO Box 510157
New Berlin WI 53151-0157

BCMA Fox Valley Location
2711 N. Mason Street, Suite C
Appleton, WI 54914

Wayne J Crosby CCP, CPC X224

President & COO
Fox Valley Location

Membership
Director of Professional Service
Firm Solutions
Resume Referral Services
Employment & Outsourcing
Services
International & Industry Group

Administrator

Darryl Rowinski CCP, CPC X222

CEO

Membership
Director of Professional Service
Firm Solutions
Resume Referral Services
Employment & Outsourcing
Services

Gail Venne, X223

Credit Reporting
Industry Group Administrator

Chrys Gregoire X221

Administrative Support
General Questions or Information
Data Transmissions Group Services
Communications
Credit Reporting

Nicole Thompson X225

Fox Valley Location

Administrative Support
Group Services
ICE Group Administration
Education Services/Programs
Social Media Marketing

Patty Hughes X227

Recovery Specialist
Credit Reporting

Board of Directors

Executive Committee:

Chairperson

Penny Conaty CCP, CPC, CBA

CEO

Darryl Rowinski CCP, CPC

Counselor

Adriana Sertich CCP, CPC

President

Wayne J. Crosby, CCP, CPC

Directors:

Davy J. Tyburski

Rob Lawson

Stu Sturzl, CCP, CPC

Barry Elms



- ◆ [NACS Credit Services, Inc](#)
- ◆ [The Business Credit Management Association Wisconsin](#)
- ◆ [Business Credit Intelligence](#)
- ◆ [Mountain States Commercial](#)
- ◆ [NACS Credit Services, Inc.](#)
- ◆ [SWAB Credit Services](#)



UPCOMING INDUSTRY CREDIT GROUP MEETINGS

OCTOBER 10, 2022

Fine Paper/Graphic Arts Industry Credit Group
Teleconference Call

OCTOBER 11, 2022

Regional Paper & Packaging Industry Credit Group
Teleconference Call
Plumbing & Heating Industry Credit Group
TBD

OCTOBER 14, 2022

Electrical Suppliers Industry Credit Group
Pewaukee WI

OCTOBER 17, 2022

Western Electrical Suppliers Industry Credit Group
Book of Reports

OCTOBER 18, 2022

Building & Construction Materials Credit Group
Milwaukee, WI
Minnesota Fine Paper Credit Group
Teleconference Call

OCTOBER 19, 2022

Food Service Supply Hospitality Industry Credit Group
Delafield, WI
Minnesota Electrical Suppliers Credit Group
Brooklyn MN

OCTOBER 20, 2022

Construction Industries Credit Group
Appleton, WI

OCTOBER 21, 2022

IL Fine Paper Industry Credit Group
TBD

No Meeting this month

Iowa Plumbing Heating Electrical & Construction Industry Credit Group
Metals & Industrial Suppliers Credit Group

Education Events

October 13 Webinar

"Effective Collections:
The Art of Getting Paid"
Webinar

December 14 Webinar

20 Things Every Credit Pro
Needs to Know About Letters
of Credit

November 9 Webinar

The Small Business
Reorganization Act: What
Creditors Need to Know

January 11, 2023 Webinar

The Credit and Sales
Partnership