

Southern Nights
CITY LIGHTS

September 17 - 19, 2025
The Skirvin Hotel | Oklahoma City, OK

An aerial photograph of the Oklahoma City skyline at dusk. The city lights are visible, and the sky is a mix of orange and blue. Several large, semi-transparent, overlapping circles in shades of orange, pink, and yellow are scattered across the image, creating a bokeh effect. The text "Southern Nights" is written in a large, elegant, white script font, and "CITY LIGHTS" is written below it in a smaller, white, all-caps serif font.

Southern Nights CITY LIGHTS

September 17 - 19, 2025
The Skirvin Hotel | Oklahoma City, OK

allsouth
ANNUAL CREDIT CONFERENCE

Southern Nights CITY LIGHTS

Get ready to saddle up for the 2025 All South Credit Conference, riding into the heart of Oklahoma City this September!

We're rolling out a stellar lineup of **education sessions, expert insights, and can't-miss networking moments** that will have you buzzing from morning workshops to evening socials. Whether you're navigating the latest in credit strategy or swapping stories with fellow credit pros over cocktails, this conference offers the perfect mix of business and pleasure—all with a southern twist.

So polish up those boots, pack your brightest city style, and join us for a few unforgettable days of learning, laughter, and connections. The All South Credit Conference is where the South's brightest credit minds come to shine.





CONFERENCE

Conference Registration is \$429

*(Get **\$50 off when you register before 7/1!** Discount automatically applied at checkout.)*

[Click here to register for All South!](#)

HOTEL

The Skirvin Hilton | Oklahoma City
One Park Ave.
Oklahoma City, OK 73102

Room Rate: \$199/night

Reservation cut-off date: 8/19/25

[Click here to book your hotel room\(s\)!](#)

AIRPORT

Will Rogers International Airport

15-minute drive to Skirvin
(Ride share options like Uber and Lyft will be available)

all south

CREDIT CONFERENCE 2025

Wednesday, September 17th

12:00 pm - 3:00 pm

1:15 pm - 3:15 pm

3:15 pm - 3:30 pm

3:30 pm - 4:30 pm

4:30 pm - 6:00 pm

6:30 pm - 9:30 pm

Exhibitor Set Up & Attendee Check-in Open!

Building Industry Best Practices

Oil & Gas Industry Best Practices

"Keepin' It Legal" Best Practices

Break

"SOCK Leadership: Daily Principles to Create a Positive Leadership Environment" | Jeff Jones, CFO (Twisted X)

Dun & Bradstreet "Southern Nights, City Lights" Welcome Reception!

"Catch Me If You Can" Watch Party

Thursday, September 18th

8:00 am - 9:00 am

9:00 am - 10:00 am

10:00 am - 10:15 am

10:15 am - 11:30 pm

11:30 am - 12:30 pm

12:45 pm - 2:00 pm

2:00 pm - 2:15 pm

2:15 pm - 3:30 pm

3:30 pm - 3:45 pm

3:45 pm - 4:45 pm

5:30 pm - 7:30 pm

Breakfast (Check-In Open)

United TranzActions presents... Frank Abagnale!
(Catch Me If You Can!)

Break

Education Circuit I

Lunch & Name That Exhibitor!

Education Circuit II

Break

Education Circuit III

Break

Education Circuit IV

Parlor OKC

Friday, September 19th

8:00 am - 9:00 am

9:00 am - 10:00 am

10:00 am - 10:15 am

10:15 am - 11:30 am

Breakfast

Business Keynote Speaker

Break

Economic Keynote Speaker



All the resources, all in *one place*

Scan the QR code to access conference materials
(as they become available), take the feedback
survey, and MORE!

Circuit I

Resolving Account Disputes

Karen Hart (Bell Nunnally & Martin LLP)

Payment Processing Challenges, Opportunities, & Best Practices

*Matt Fluegge & Dean Middleton (United
TranzActions)*

Generations in the Workplace

Diana Crowe, CGA (NACM Southwest)

Circuit II

AI: Changing the Game for Credit Departments

*Randall K. Lindley, Esq. (Bell Nunnally &
Martin LLP)*

Who Let Me In Here? Tackling Imposter Syndrome Head-On

Tony Clark, CGA (NACM Southwest)

Navigating the Trade War - The Present Effects & Future Forecasts of Tariffs on International Trade

Kevin Wiley, Jr. (Hicks Law Group)

Circuit III

Collection Attorneys & Counterclaims: What Every Credit Manager Should Know

Chris Jameson (Jameson & Dunagan, PC)

From Scorecards to Strategy: A New Era in Credit Management

Paul Blank (Ferguson Enterprises LLC)

The Perfect Payout

Rebecca Hicks (Hicks Law Group)

Circuit IV

Protecting the House: Dealing with Customer Requests to Revise Your Credit Terms & Conditions

Matt Jameson (Jameson & Dunagan, PC)

Not Your HR's Hiring Plan: Modern Recruiting for a New Era

Jessica Holt (Soligent)

NTCR - Exercise the Power of the Association

NACM Staff

Circuit I

Resolving Account Disputes with Karen Hart, Esq. (Bell Nunnally & Martin LLP)

Join long-time attorney and NACM educator Karen Hart for an informative and practical session covering best practices for how to head-off account disputes and how to successfully negotiate and resolve an account dispute if you find yourself and your company involved in one with a customer. We will cover credit file management, how to communicate and negotiate with customers, tips for resolving and settling account disputes, and what to expect from litigation, mediation, and other forms of dispute resolution.

Payment Processing Challenges, Opportunities, & Best Practices with Dean Middleton, Matt Fluegge (United TranzActions), and Panel Members

This interactive session will include a panel of NACM Members discussing the challenges, opportunities, and best practices related to accepting and processing customer payments. This session will include conversations about credit card fees, surcharging vs. convenience fees, fraudulent payments, checkbacks, and digital payment opportunities.

Generations in the Workplace with Diana Crowe, CGA (NACM Southwest)

Today's workforce has the potential to be comprised of employees from ages 18 to 81 – that's five generations working side by side! Understanding the different generations and finding ways to effectively communicate and work together is critical to the long-term success of any company. In this session, we'll focus on gaining an understanding of each generation (the who, what, when, and why of their behaviors), and how we can find common ground to build a positive work environment for everyone and a legacy for your company that will last!

Circuit II

AI: Changing the Game for Credit Departments with Randy Lindley, Esq. (Bell Nunnally & Martin LLP)

AI is *EVERYWHERE*....including **credit departments**. AI has the potential to revolutionize credit assessments by enhancing decision accuracy and uncovering fraud. BEWARE, although AI is a powerful tool, it comes with risks.... such as, biased decision-making, data privacy concerns, and ... drum roll please.....hallucinations. This presentation will explore the benefits and pitfalls of using AI in the credit department, and how to navigate the pitfalls responsibly.

Please keep this quiet....but many credit managers think Tony Clark is no longer real -- HE is AI.

Who Let Me In Here? Tackling Imposter Syndrome Head-On with Tony Clark, CGA (NACM Southwest)

Ever feel like you're just waiting for someone to realize you don't belong? You're not alone. In this candid session, we'll explore the roots of imposter syndrome, how it shows up in our professional lives, and—most importantly—how to quiet that inner critic and start owning your achievements with confidence.

Navigating the Trade War - The Present Effects & Future Forecasts of Tariffs on International Trade with Kevin Wiley Jr., (Hicks Law Group)

New administration is enacting policies that will affect the economy, which is largely driven by commercial credit. Join Kevin as he covers the ins-and-outs of Trade Wars and how Tariffs will affect US business. Follow along and see how these policies will change your day-to-day operations and could impact your risk mitigation.

Circuit III

Collection Attorneys & Counterclaims: What Every Credit Manager Should Know with Chris Jameson (Jameson & Dunagan, PC)

Chris' session will explore best practices for working with collection attorneys, from choosing the right legal partner to understanding key elements of fee agreements and retainers. Attendees will gain insight into how to navigate counterclaims, the collection manager's role when legal action escalates, and strategies for settlement when disputes arise. Perfect for credit professionals seeking clarity on the legal complexities that fall outside standard contingency arrangements.

From Scorecards to Strategy: A New Era in Credit Management with Paul Blank (Ferguson Enterprises LLC)

Traditional credit metrics and performance scorecards no longer tell the full story. This session explores how redefining success in credit—beyond DSO and collection rates—can better align with strategic goals, drive business value, and elevate the role of credit professionals in today's dynamic environment.

The Perfect Payout with Rebecca Hicks (Hicks Law Group)

Many customers who get into debt want to payout the debt over time. Negotiating and documenting these payout arrangements can lead to unexpected problems. Come learn negotiation tactics to get the best payout, how to document the deal so as not to waive important terms and conditions and, finally, enforcing the payout once it is in place.

Circuit IV

Protecting the House: Dealing with Customer Requests to Revise Your Credit Terms and Conditions with Matt Jameson (Jameson & Dunagan, PC)

Has a customer ever tried to rewrite your contract? You're not alone — and you don't have to handle it alone, either. In this session, attorney Matt Jameson will walk you through practical strategies for responding to customer requests for contract modifications. You'll learn how to create clear internal policies, safeguard your company's terms and conditions, and identify key contract clauses that should never be compromised. Walk away with actionable insights every credit professional should have in their toolkit.

Not Your HR's Hiring Plan: Modern Recruiting for a New Era with Jessica Holt (Soligent)

Today's hiring landscape demands more than job boards and resumes. This session explores how modern recruiting is evolving—blending marketing tactics, data insights, and digital culture to connect with next-generation talent. We'll explore how to attract candidates who don't just fit the role but elevate it—using platforms they trust, language they understand, and values they care about. It's time to ditch outdated playbooks and build a recruiting strategy as bold and dynamic as the workforce you're trying to build.

NTCR - Exercise the Power of the Association with NACM Staff

The National Trade Credit Report is much more than a few tradelines. Learn the ins and outs of the NTCR and where you can minimize risk for your company by exercising the power of the association! From searching the database to the benefits of data contribution, your NACM team will help you through the process.