

Sunday, October 19th

3:00 pm - 4:30 pm	Grand Ballroom AB	Check-in Open
3:00 pm - 4:00 pm	Superior (Level 3)	Leadership Council Meeting
3:00 pm - 4:30 pm	Superior (Level 3)	Associate Member Meeting
4:30 pm - 5:30 pm	Grand Ballroom C	<i>Generations in the Workplace</i> <i>Diana Crowe, CGA</i> <i>NACM Southwest</i>
5:30 pm - 7:00 pm	Grand Ballroom AB	Welcome Reception with Associate Members <i>A Credit Fraud Mystery Game: A tale of lies, invoices, and one very suspicious forklift supplier.</i>

Monday, October 20th

8:00 am - 9:00 am	Grand Ballroom AB	Breakfast with Associate Members
9:00 am - 10:15 am	Grand Ballroom C	<i>The Cost of Trust: Navigating Fraud in the Commercial World</i> <i>Andrew J. LeMarca, CFE, CAMS</i> <i>D&B</i>
10:15 am - 10:30 am	Prefunction	Break
10:30 am - 11:45 am	Grand Ballroom C	Communication's Impact on Company Culture <i>Tracy Mitchell, CBA, CCRA & Somer John</i> <i>Trinity Logistics</i>
12:00 pm - 1:00 pm	Grand Ballroom AB	Lunch with Associate Members <i>Two Truths & a Lie - Associate Member Version!</i>
1:00 pm - 5:00 pm	Superior (Level 3) Ontario (Level 2) Jackson Street (Level 2)	NMC Best Practices Discussion NTLF Account Discussion NTC + NAEC Account Discussion
3:00 pm - 3:15 pm	Prefunction	Break
6:00 pm - 9:00 pm	TBD	Associates Present... TRMG After Dark! Including the popular Silent Auction

Tuesday, October 21st

8:00 am - 9:00 am	Grand Ballroom AB	Breakfast with Associate Members <i>This or That?</i>
9:00 am - 10:00 am	Grand Ballroom C	Tales from the Trenches: Lessons That Can Help Maximize Your Recoveries & Avoid Risky Situations <i>Brian Jackiw & Thomas Fawkes, Esqs.</i> <i>Tucker & Ellis, LLP</i>
10:00 am - 10:15 am	Prefunction	Break
10:15 am - 11:15 am	Grand Ballroom C	Rough Roads or Smooth Sailing? Your Economic Update <i>Dan North</i> <i>Allianz Trade</i>
11:45 pm - 3:30 pm	Meet in hotel lobby	Optional Excursion: Harley Davidson Museum

TRMG

TRANSPORTATION REVENUE MANAGEMENT GROUP

Sunday, October 19th

3:00 pm - 4:30 pm
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Grand Ballroom AB
Superior (Level 3)
Superior (Level 3)
Grand Ballroom C

Check-in Open

Leadership Council Meeting

Associate Member Meeting

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!

5:30 pm - 7:30 pm

Grand Ballroom AB

Welcome Reception: A Credit Fraud Mystery Game

A Credit Fraud Mystery Game: A tale of lies, invoices, and one very suspicious forklift supplier.

Monday, October 20th

8:00 am - 9:00 am
9:00 am - 10:15 am

Grand Ballroom AB
Grand Ballroom C

Breakfast with Associates

The Cost of Trust: Navigating Fraud in the Commercial World with Andrew LaMarca, Dun & Bradstreet

Business-to-business fraud is on the rise, with global losses surpassing \$485 billion last year alone. A lack of information sharing across industries has made it easier for fraudsters to thrive, and the transportation sector is no exception. This session will explore a real-world fraud case, highlight current schemes and emerging threats, and share practical strategies to help businesses detect, prevent, and combat fraud through collaboration and knowledge sharing.

10:15 am - 10:30 am

Prefunction

Break

Woohoo!



Yay! You're here!

Welcome to the 2025 TRMG Fall Meeting!

Scan or click on the QR code to access the digital program, take the feedback survey, join the Facebook discussion, and MORE!

10:30 am - 11:45 am	Grand Ballroom C	<p>Communication's Impact on Company Culture with Tracy Mitchell, CBA, CCRA, and Simer John, Trinity Logistics</p> <p><i>How you communicate plays a critical role in shaping your company's culture and building strong internal and external relationships. In this session, we'll explore the importance of culture in relationship development, how to establish and improve communication within existing relationships—whether internal with your team or sales staff, or external with customers. We'll also cover how to navigate difficult conversations, introduce positive communication strategies, and share specific tools to help your team communicate effectively while maintaining and strengthening relationships.</i></p>
12:00 pm - 1:00 pm	Grand Ballroom AB	<i>Lunch with Associates</i>
1:00 pm - 5:00 pm	Superior (Level 3) Ontario (Level 2) Jackson Street (Level 2)	<p>Credit Group Meetings</p> <p>National Motor Carriers (NMC) Best Practices NTC Account Discussion NTLF Account Discussion</p>
3:00 pm - 3:15 pm	Prefunction	Break
6:00 pm - 9:00 pm	TBD	<p>Associates Present... TRMG After Dark!</p> <p><i>Including the popular Silent Auction</i></p>

Tuesday, October 21st

8:00 am - 9:00 am	Grand Ballroom AB	<p>Breakfast with Associates</p> <p><i>This or That?</i></p>
9:00 am - 10:00 am	Grand Ballroom C	<p>Tales from the Trenches: Lessons That Can Help You Maximize Recoveries & Avoid Risky Situations with Brian Jackiw & Thomas Fawkes, Esqs, Tucker & Ellis, LLP</p> <p><i>This session is a tell-all. Through the years, credit professionals likely have seen – and will continue to see – crazy situations that often involve bizarre, unethical, or even criminal actors. As seasoned lawyers and credit professionals, our presenters have seen and dealt with many of these situations and have some practical tips to share as a result. This session will feature stories and anecdotes from various bankruptcy cases and other legal proceedings and situations in which the speakers have been involved. The stories are countless: Ponzi schemes, contracts negotiated in the nick of time that meant the difference between a full recovery and total loss, the infiltration of fringe anti-government groups into otherwise honest companies and minor omissions that resulted in major losses. Our speakers will share helpful practical advice and solutions to dealing with many of these situations that have occurred over the years, both from the legal and credit perspective.</i></p>
10:00 am - 10:15 am	Prefunction	Break
10:15 am - 11:15 am	Grand Ballroom C	<p>Rough Roads or Smooth Sailing? Your Economic Update with Dan North, Allianz Trade</p> <p><i>Buckle up for a fast-paced look at the economic forces shaping today's transportation industry. From fuel prices and freight demand to labor markets and interest rates, we'll explore the key indicators driving business decisions across the sector. Will the road ahead be bumpy or will your business cruise through with confidence? Join us for insights that will help you navigate what's next.</i></p>
12:00 pm - 3:30 pm	Harley Davidson Musuem	<i>Optional Excursion</i>