

 Improving Odds:
Build A
Partnership



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The Cohen Family: Zac, Matt, Chris, Cami, Greg and Jake

 Holiday Sales
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As 2016 comes to a close and we prepare to celebrate the Holiday Season, I wish to convey my heartfelt appreciation to our clients. We sincerely value the opportunity they've given us to provide them with innovative Receivables-to-Cash solutions and are always mindful that they are the foundation of our success. Representing every major worldwide industry, their satisfaction is our highest priority.

My appreciation is also extended to our respected stakeholders, extraordinary alliance partners, and our trusted international partners, for all having a shared vision, similar core values and a unified commitment to best-in-class service and unmatched performance.

I also want to thank Caine & Weiner's team of dedicated professionals — our Collection Specialists, Administrative Professionals, Client Relations and Client Service Managers, Department Managers,

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Senior Managers and our Executive Officers. Their efforts, teamwork and commitment to excellence are genuinely appreciated.

Personally, I am honored to have served as the 2016 President of the International Association of Commercial Collectors (IACC), and to have been chosen to receive the President's Cup Award from the Commercial Law League of America (CLLA). The importance of these esteemed associations to our profession is beyond compare. The leadership, resources and support they provide are invaluable.

Looking forward to 2017, I am excited about all that we have planned for the future of Caine & Weiner as we continue to grow and work hard toward a successful new year.

In the meantime, I wish you a very Happy Holiday Season from my family to yours!

Best Wishes,

Greg Cohen
Caine & Weiner President & CEO

What Could Trump's Presidency Mean for the ARM Industry?

Excerpt from article by Stephanie Eidelman, CEO, InsideARM



President-Elect Donald Trump's opinion that industries are over-regulated — his positions on regulations, business taxes and especially the Consumer Financial Protection Bureau — is agreed upon by most in the financial services industry. With the completion of the debt collection SBREFA hearing in August, it now seems likely the completion of the debt rulemaking will be overseen by the new regime. This may well be a positive outcome for the ARM industry, as well as a Trump appointment of a new Federal Communications Chairman, which could change the agency's approach to interpretation of the Telephone Consumer Protection Act (TCPA). For now, the uncertainty continues. But as it relates to the ARM industry, there is new reason to be optimistic that a more business-friendly approach is possible. [CLICK HERE to read full article.](#)

What Do You Think? [CLICK HERE](#) to take our 1-Minute survey.





How to Improve Your Collection Agency's Odds of Success: Build A Partnership



By Greg Cohen, Caine & Weiner President & CEO and 2016 IACC President
Excerpted from Q4 Credit Research Foundation News. [CLICK HERE](#) to read full article.



Your credit department has called, emailed and sent letters. Your customer has made and broken payment promises, or perhaps has stopped taking your calls altogether. Further internal effort will likely bring only frustration and a waste of time and money. You know circumstances like these require a collection agency. But you might not know all of the steps you should take to increase your agency's odds of successfully collecting the debt. It comes down to forging a partnership based on effective communication, information sharing and trust.



ACH REMINDER

Earlier this year, Caine & Weiner realigned itself with a new financial institution, 1st Century Bank. This change has helped facilitate the trend toward more ACH remittances and less check writing.

If you have not updated your ACH info to direct your invoice payments to 1st Century Bank, or if you would like to begin receiving your remittances via ACH, e-mail accounting@caine-weiner.com for the updated ACH information.



Chris Mathews
Chief Financial Officer
818-251-1720

Joe Batie
Chief Commercial Officer
502-715-4794



Our Texas Office is Growing!

Our Dallas office, which moved earlier this year to increase capacity, is quickly filling their new space. We are now staffing 49 at this location.





Holiday Sales Outlook

Excerpted from article by Dan North, Chief Economist, Euler Hermes North America



Holiday sales can make or break the year for many retailers. In fact, retailers tend to declare bankruptcy most frequently just after the holiday season ends. Given the importance of the season, several organizations publish forecasts for this period.

Perhaps the most widely followed forecast comes from the National Retail Federation (NRF) that this year is predicting a 3.6% increase in sales in November and December over the same period last year. That is a bit higher than the post-recession average of 3.4% and would be a slight improvement from last year's 3.2%. Other forecasts predict similar numbers. These forecasts focus on discretionary purchases, excluding autos and gasoline as well as restaurants. The apparent consensus of an increase in sales of between 3.3% and 4.0% are all a bit better than last year. Unfortunately, the first actual reports on holiday spending over the Thanksgiving/Black Friday weekend are in, and the results are mixed.

First the good news: online sales were terrific. According to Adobe Systems, online sales rose 18% y/y to \$5.3bn for the weekend, while sales on Cyber Monday rose 10% y/y to \$3.4bn. And within Cyber Monday online sales, a remarkable 35% were made from mobile devices.

Now the bad news: online sales still only make up about 10% of total sales. And total sales, including both online and brick & mortar stores, suffered. The National Retail Federation estimated that online and brick & mortar sales fell -1.5% y/y over Black Friday weekend. There are probably several reasons for these disappointing results. While total consumer confidence soared after the elections, survey respondents still indicated apprehension about the future that surely puts a damper on purchases. This apprehension is also reflected in the fact that, despite decent income growth, instead of spending, consumers have been saving that income or paying down debt. Holiday sales have seen early discounting pulling sales that would normally be made in November into October. And with next day delivery, online shopping is possible until virtually Christmas Eve. Online sales as a share of total sales increased steadily until 2013, then started to grow about 40% faster. As the population of tech-savvy shoppers increases, that growth in share will only start accelerating more. This shift is also showing up in employment data, with retail employment shrinking and fulfillment/shipping center employment increasing.

What this means for your business: Retailers can live or die depending on holiday sales, and so far the results aren't terribly encouraging, especially for brick and mortar stores. Those retailers who flounder are most likely to declare bankruptcy in January, and businesses that sold them holiday goods will be standing in line with a multitude of other creditors, all trying to collect whatever is available. And it's almost always a fraction of what they are owed. A trade credit insurance policy can help mitigate against this risk as well as provide protection against slow payment.

What to watch for: The Black Friday weekend data is about the only comprehensive data available with which to judge holiday sales before the end of the season. After that, data becomes scarce. Final retail sales data won't really be known until January 13th when the Census Bureau publishes its retail sales report for December. The report includes specific breakouts by many different types of retailers, including online. Individual major retailers may not release holiday sales information until later in the first quarter. Euler Hermes provides timely analyses on this and other subjects in our Weekly Export Risk Outlook (WERO), as well as monthly and quarterly analyses on the global macroeconomy and specific countries and industry sectors. Visit the Economic Research section at www.eulerhermes.us to learn more.

Dan North, Chief Economist for Euler Hermes North America, uses macroeconomic and quantitative analysis to help manage Euler Hermes' risk portfolio of more than \$250 billion in annual trade transactions within the Americas region.

[CLICK HERE](#)

to read the entire article in the Dec. 9 edition of Euler Hermes The Edge newsletter

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Caine & Weiner Internal Role Changes

In alignment with the strategic intent contained in Caine & Weiner's Mission/Vision Statement, *Ongoing investment in people, procedures, and technology*, Caine & Weiner is happy to announce the following role change:



Shawnee Simmons has joined Caine & Weiner as National Training Manager. Shawnee has seven years of corporate training success with small and large groups across diverse industries. She has specialized in leveraging educational theories and methodologies to deliver training programs and integrate both onsite and virtual instructional technology, and facilitating management and team building training programs and activities.

**C&W Chicago Office
Proud of Their
2016 World Series
Champion Cubs!**





Conference Circuit Roundup

It was great to see everyone at the conferences Caine & Weiner attended this fall! Here are some highlights.

Tell Us What You Think:

The Biz is Caine & Weiner's quarterly client newsletter.

If you have comments or questions please direct them to the editor:

Jennie Hirtzel
Marketing Manager
jennie.hirtzel@caine-weiner.com

THE BIZ archives

[CLICK HERE](#) to read past issues of THE BIZ newsletter



Transportation Revenue Management Group



(At left, from top) Chief Commercial Officer Joe Batie greets booth visitors at the NACM Gateway Conference in St. Louis. Joe Batie and Senior Client Services Manager Terri Cramer award the door prize to Jerome Gerke, with MFA Inc., at the NACM Gateway Conference. Joe and NACM Connect President & CEO Phil Lattanzio celebrate with door prize winner Sarah Monna, with ABR Wholesalers, at the NACM Upstate New York Conference in Rochester. Vice President of Client Services Lisa Newberg presents door prize to Ross Trua with Arch Insurance at the ICE Conference in St. Louis. Vice President of Operations

Frank Dispensa presents door prize to Myra Kingstad, with Walter USA, at the NACM Midwest Conference in Chicago. (At right, from top) Chief Operating Officer Mark Milstein and Lisa Newberg enjoy a networking outing to the Anheuser-Busch museum at the ICE Conference. C&W a proud sponsor of the food and beverage cart at the ICE Conference golf scramble.

C&W rock-n-rolled to the Viva Las Vegas theme at the TRMG Conference in Las Vegas. Congratulations to Curt Maisey with England Logistics for winning our "Let Me Be Your Teddy Bear" contest! President & CEO Greg Cohen (seated at far left) was invited to be on the speakers' panel at the GCS Credit conference in Singapore. Terri Cramer shares a disco moment with NACM Sales Representative Chris Ring at the NACM Gateway Conference.

From our Affinity Partner



Cortera Decisions™, a new automated scorecard platform, will help companies streamline processes and improve financial performance by increasing automation of credit decisioning and portfolio risk reviews.

Cortera Decisions will allow customers to create credit scorecards within the Cortera Pulse application using defined variables, conditions and weightings. When applied to a chosen business, the scorecard will automate an approved, pending or declined credit request along with a range of recommended credit limits. The new analytics will be available through individual credit requests and batch scoring. Users will also have access to their historical credit decisions.

Cortera® Announces Launch of Cortera Decisions™

"Cortera is known for constantly innovating to bring new functionality to our customers," said Cortera's CEO Jim Swift. "Recent brainstorming with customers resulted in what we believe is a powerful new way to deliver automated credit decisioning in a manner that allows companies to customize many dimensions to best meet their business needs. This easy-to-use, highly configurable new product combines processing efficiency and higher order analytics to improve credit decisioning and credit limit management."

Cortera Decisions is available for all Cortera Pulse customers. For more information on Cortera Decisions, visit <https://www.cortera.com/products/decisions>.