

# October 2nd (Wednesday)

Room

Laughlin III

Virginia City III

9:00

10:00

11:00

12:00

1:00

2:00

3:00

4:00

5:00

## Collection-Master Fundamentals

*Irasely Rodriguez*  
9:00 - 12:00

## Lunch Break in Virginia II

12:00 - 1:00

## Advisory Board Meeting

*Isaac Goldman*  
1:00 - 3:00

## Collection-Master Fundamentals

*Irasely Rodriguez*  
1:00 - 2:50

## Coffee Break 3:00 - 3:15

## Coffee Break

2:50 - 3:20

## Advisory Board Meeting

*Isaac Goldman*  
3:15 - 5:00

## Collection-Master Fundamentals

*Irasely Rodriguez*  
3:20 - 5:00

## Cocktail Reception

*Garden View Terrace*

## October 3rd (Thursday)

Room	Laughlin I	Laughlin II	Laughlin III	Virginia II	Virginia City III	Reno I	Reno II
7:00	Registration & Breakfast in Scenic/Twilight Ballroom <i>7:00 - 8:00</i>						
8:00	Where is Vertican Today? ...Isaac Goldman in Scenic/Twilight Ballroom <i>8:00 - 8:50</i>						
9:00		CM 9.1 Features & Enhancements <i>John Currey 9:00 - 9:50</i>		Q-Law(E): What's New <i>Kurt Sund 9:00 - 9:50</i>			
10:00	Using Data to Drive Performance / Inventory Management <i>Kevin De Boo 10:00 - 10:50</i>	Collection-Master Breaking Down Workflow <i>Mat Arnal 10:00 - 10:50</i>	Vendor Roundtable <i>Nicholas Arcaro 10:00 - 10:50</i>	Breaking Down Workflow I <i>Adam Peplau 10:00 - 10:50</i>	Collection-Master Fundamentals <i>Irasely Rodriguez 9:00 - 11:50</i>	Collection-Master Financials <i>Paul Perez 9:00 - 11:50</i>	Q-Law Financials <i>Chelsea Scerbo 9:00 - 11:50</i>
11:00	Collection-Master Integration: Docketly <i>Julia O'Day 11:00 - 11:50</i>	vMedia Automation I <i>Thomas Filliman 11:00 - 11:50</i>	Vendor User Group: Phin Solution <i>11:00 - 11:50</i>	Breaking Down Workflow II <i>Adam Peplau 11:00 - 11:50</i>			
12:00	Lunch Break in Scenic/Twilight Ballroom <i>11:50 - 12:50</i>				Lunch Break in Scenic/Twilight Ballroom <i>11:50 - 12:50</i>		
1:00	Keynote Speaker: Truth in the Face ...Dr. Eyal Ronen in Scenic/Twilight Ballroom <i>12:50 - 1:40</i>						
2:00	Collection-Master Integration: Trivium <i>Julia O'Day 1:50 - 2:40</i>	Collection-Master Product Feedback <i>Chad Hess / John Currey 1:50 - 2:40</i>	Q-Law(E) Integration: Docketly, AOD, & Phin Solutions <i>Adam Peplau 1:50 - 2:40</i>	Using (Free) Vertiply <i>Kurt Sund 1:50 - 2:40</i>	Collection-Master Fundamentals <i>Irasely Rodriguez 12:50 - 2:40</i>	Collection-Master Financials <i>Paul Perez 12:50 - 2:40</i>	Q-Law Financials <i>Chelsea Scerbo 12:50 - 2:40</i>
3:00	Coffee Break in Scenic/Twilight Ballroom <i>2:40 - 3:10</i>				Coffee Break in Scenic/Twilight Ballroom <i>2:40 - 3:10</i>		
3:00	vMedia Product Feedback <i>Chad Hess / Luis Gomez 3:10 - 4:00</i>	Collection-Master IT Automation <i>Anthony Strahn 3:10 - 4:00</i>	Compliance Roundtable <i>Kevin De Boo 3:10 - 4:00</i>	Harvest Strategy Client Meeting <i>Mat Arnal 3:10 - 4:00</i>	Collection-Master Fundamentals <i>Irasely Rodriguez 3:10 - 5:00</i>	Collection-Master Financials <i>Paul Perez 3:10 - 5:00</i>	Q-Law Financials <i>Chelsea Scerbo 3:10 - 5:00</i>
4:00	Vendor User Group: Phin Solutions <i>4:10 - 5:00</i>	Collection-Master General Automation <i>Joe Woodward 4:10 - 5:00</i>	Q-Law(E) Integration: Trivium & Payment Vision <i>Michelle Samlaska 4:10 - 5:00</i>	Midland Credit Client Meeting <i>Kevin De Boo 4:10 - 5:00</i>			
5:00	Happy Hour followed by Conference Dinner at Mon Ami Gabi						

## October 4th (Friday)

Room	Laughlin I	Laughlin II	Laughlin III	Virginia II	Reno I	Reno II
7:00	<b>Breakfast in Scenic/Twilight Ballroom</b> 7:00 - 8:00					
8:00	<b>An Update from CFPB on its Debt Collections Related Activities</b> <i>K (Gandhi) Eswaramoorthy</i> 8:00 - 8:50					
9:00	<b>vMedia Automation II</b> <i>Thomas Filliman</i> 9:00 - 9:50	<b>Collection-Master Integration: Payment Vision</b> <i>Joe Woodward</i> 9:00 - 9:50	<b>Vendor User Group: Healpay</b> 9:00 - 9:50	<b>Attorney Meaningful Review (AMR)</b> <i>Anthony Strahn / Kurt Sund</i> 9:00 - 9:50	<b>Collection-Master Financial</b> <i>Paul Perez</i> 9:00 - 11:50	<b>Q-Law Financial</b> <i>Chelsea Scerbo</i> 9:00 - 11:50
10:00	<b>SQL Sync</b> <i>Luis Gomez</i> 10:00 - 10:50	<b>The Power of vExchange Analytics</b> <i>Isaac Goldman</i> 10:00 - 10:50	<b>Q-Law(E): Product Feedback</b> <i>Chad Hess / Kurt Sund</i> 9:00 - 9:50	<b>Resurgent Client Meeting</b> <i>Nick Arcaro / John Currey</i> 10:00 - 10:50		
11:00	<b>Managing Millennials in Scenic/Twilight Ballroom</b> <i>Isaac Goldman</i> 11:00 - 11:50					
12:00	<b>Lunch Break in Scenic/Twilight Ballroom</b> 11:50 - 12:50					
1:00	<b>vMedia Automation III</b> <i>Thomas Filliman</i> 12:50 - 1:40	<b>Collection-Master Integration: Phin Solutions</b> <i>Joe Woodward</i> 12:50 - 1:40	<b>Vendor User Group: Payment Vision</b> 12:50 - 1:40	<b>Q-Law(E) Automation - Advanced DDAS</b> <i>William Higginbotham</i> 12:50 - 1:40	<b>Collection-Master Financial</b> <i>Paul Perez</i> 12:50 - 2:40	<b>Q-Law Financial</b> <i>Chelsea Scerbo</i> 12:50 - 2:40
2:00	<b>vExchange Product Feedback</b> <i>Chad Hess / Luis Gomez</i> 1:50 - 2:40	<b>Collection-Master Did You Know</b> <i>Julia O'Day</i> 1:50 - 2:40	<b>Business Problems in a 2019 Collection Firm</b> <i>Isaac Goldman</i> 1:50 - 2:40	<b>Q-LawE Report &amp; Query / Vendor Export Writing</b> <i>Adam Peplau</i> 1:50 - 2:40		
3:00	<b>Coffee Break in Scenic/Twilight Ballroom</b> 2:40 - 3:10					
3:10	<b>Onboarding vExchange</b> <i>Kevin De Boo</i> 3:10 - 4:00	<b>Collection-Master FnScripts</b> <i>Joe Woodward</i> 3:10 - 4:00	<b>Client Service Feedback</b> <i>Kevin De Boo</i> 3:10 - 4:00	<b>Advanced Document Programming</b> <i>Michelle Samlaska</i> 3:10 - 4:00	<b>Collection-Master Financial</b> <i>Paul Perez</i> 3:10 - 4:00	<b>Q-Law Financial</b> <i>Chelsea Scerbo</i> 3:10 - 4:00
4:00	<b>Conclusion &amp; Drawing in Scenic/Twilight Ballroom</b> ... <i>Isaac Goldman</i> ...4:00 - 4:30					