

Thank You Sponsors

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Monday

Noon - 6:00 p.m.
5:00 p.m. - 7:00 p.m.

- All Attendees
- All Attendees

Registration/Info Desk
Welcome Reception

Exhibit Hall

Tuesday

7:00 a.m. - 5:00 p.m.
7:00 a.m. - 8:00 a.m.
8:00 a.m. - 9:30 a.m.
9:30 a.m. - 10:00 a.m.
10:10 a.m. - 11:30 a.m.

- All Attendees
- All Attendees
- All Attendees
- All Attendees
- ARM/TCS
- ARM/FACS
- ARM/Artiva RM
- RCM/Artiva HC
- GOV/RevQ
- GOV/RPCS
- GOV/FCE

Registration/Info Desk
Breakfast and Exhibitor Viewing
Opening Session with Keynote Speaker
Break and Exhibitor Viewing
What's New & What's Next with TCS®
What's New & What's Next with FACS®
What's New & What's Next with Artiva RM™
What's New & What's Next with Artiva HC™
What's New & What's Next with RevQ®
What's New & What's Next with RPCS®
Ontario Systems and Justice Systems
Lunch - Exhibit Hall Open
Straight Talk from the BCFP—

Exhibit Hall
Marriott Ballroom 8
Exhibit Hall
California
Kentucky
Michigan/Texas
Tennessee
Utah
Arizona
Marriott Ballroom 8

11:30 a.m. - 12:30 p.m.
12:40 p.m. - 1:30 p.m.

- All Attendees
- ARM

Next Steps for the ARM Industry
Agent Performance—The Key to Maximized Productivity
Maximizing Your Collection Platform
Making Work Queues Work for You
Financial Balancing Best Practices
Michigan One-on-One
California One-on-One
New Mexico One-on-One
Contact Management Update—

Marriott Ballroom 8
Tennessee
Utah
Indiana F
Indiana A
Indiana B
Indiana C
Indiana D
Kentucky

1:40 p.m. - 2:30 p.m.

- ARM/Artiva RM, FACS
- ARM/Artiva RM, FACS
- ARM/TCS
- RCM/Artiva HC
- GOV/RevQ, RPCS
- GOV/FCE
- GOV/FCE
- GOV/FCE
- GOV/FCE
- GOV/FCE
- GOV/FCE

What's New with Contact Savvy®
Payment Service—New Offering Update
Gain Insights with Ontario Reports™ for TCS®
Tasking—Optimizing the Account Review Process
Online Payments with CitePayUSA
Making Work Queues Work for You
Court Room Processing & Macros
Tribal Courts One-on-One
Colorado One-on-One
Illinois One-on-One
Break and Exhibitor Viewing
Contact Savvy® for The Collector System®
Effective Effort Management to Increase Revenue
Making the Most of Your Letter Services
e-OSCAR Disputes—Technology to
Reduce Cost and Increase Compliance
Platinum Partner Session:

Michigan/Texas
California
Tennessee
Utah
Indiana F
Indiana G
Indiana B
Indiana D
Indiana C
Exhibit Hall
Florida
Michigan/Texas
California
Kentucky
Illinois

2:30 p.m. - 3:00 p.m.
3:10 p.m. - 4:00 p.m.

- All Attendees
- ARM/TCS
- ARM/Artiva RM-FACS-TCS
- ARM/Artiva RM-FACS-TCS
- ARM/Artiva RM-FACS-TCS
- ARM/Artiva RM-FACS-TCS

6 Years of ARM Survey Results
Contact Management for Artiva HC™
Developing Technical Training for Employees
7.2 and YOU!
Enhanced Civil Case Functionality
Kansas One-on-One
RevQ® Product Introduction
Reception at Indianapolis Motor Speedway

Tennessee
Utah
Indiana F
Indiana B
Indiana G
Indiana C

5:00 p.m. - 9:00 p.m.

- All Attendees

Accounts Receivable Management | Government | Healthcare Revenue Cycle Management

Platinum

Applied Innovation™

BillingTree™
Growing Payments With Technology™

Ontario Reports™

Gold

Innovis | **LexisNexis® RISK SOLUTIONS**

TransUnion.

Silver

ACI | **APEX** | **BAKER TILLY**

COMPUMAIL | **FOCUSONE** | **The Inteltech Group™**

InterSystems® | **nobelbiz** | **Ontario Correspond**

OSGDIAMOND | **PAYMENT SAVVY** | **PRIORITY**

PRONTO | **Renkim** | **REPAY**

RevSpring | **Rocket** | **SALUCRO®**

solutions by text | **sonnet** | **WEB RECON!**

Bronze

Payscout

Wednesday

7:00 a.m. - 5:00 p.m.
7:30 a.m. - 8:30 a.m.
8:30 a.m. - 9:20 a.m.

- All Attendees
- All Attendees
- ARM/Artiva RM-FACS-TCS
- ARM/FACS
- ARM/Artiva RM
- ARM/TCS
- ARM/Artiva RM, FACS
- ARM/Artiva RM-FACS-TCS
- RCM/Artiva HC
- GOV/RevQ, RPCS

Registration/Info Desk
Breakfast and Exhibitor Viewing
ARM Leaders—An Update on Today's Hottest Compliance Topics
Effective Use of FACS Workstation™
Current State of Artiva Webstation™
Solving Business Issues with Account Flow Manager
Network Infrastructure to Help Support Contact Savvy®
Consumer Portal—New Offering Update
Gain Insights with Ontario Reports™ for Artiva HC™
Innovate Your Contact Strategy with
Omni-Channel Communications
Financial Balancing Best Practices
How to Set Up and Use Inactivity Dismissal
Virginia One-on-One
Montana One-on-One
Arizona One-on-One
Break and Exhibitor Viewing
Strategy Concepts for Effective Exhaust Treatments
Improving Your Contact Strategy Through
Business Analytics
Cloud Computing
Texting—New Offering Update
Artiva HC™—Webstation Tips & Tricks
Maintaining Operations Through a Disaster
Court Room Processing & Macros
How to Set Up and Use Inactivity Dismissal
Texas One-on-One
Wyoming One-on-One
Oregon One-on-One
Innovation at Ontario Systems
Gain Insights with Ontario Reports™ for FACS®
ARM Leaders—Best Ideas Peer Discussion
TCS®—Tips & Tricks
Platinum Partner Session: Integrated
Networks & the Full Scope of PCI Compliance
Monitoring Performance—Your Gains from a
Strategy Analyst's Assessment
Past, Present & Future of Collecting on
Government Debt
7.2 and YOU!
Purging Do's and Don'ts
CitePayUSA—What You Need to Know
Hall of Fame & Pinnacle Award Luncheon
The Hosted Ontario VPC
Gain Insights with Ontario Reports™ for Artiva RM™
E-Sign: The Impact on Text and Email Communications
Platinum Partner Session: The Incredible Shrinking
Margin: What's an ARM Organization to do?
Treatment Plans—An Enhanced Tool for
Workflow Creation and Updates
Data Enrichment for Better Recoveries
Purging Do's and Don'ts
Enhanced Civil Case Functionality
7.2 Release, Work Queues, Courtroom
Processing and Macros Q&A
Closing Session with Keynote Speaker

Exhibit Hall
Kentucky

California
Illinois
Arizona
Florida
Michigan/Texas
Tennessee
Utah

9:20 a.m. - 10:00 a.m.
10:10 a.m. - 11:00 a.m.

- All Attendees
- ARM/Artiva RM-FACS-TCS
- ARM/Artiva RM-FACS-TCS
- ARM/Artiva RM-FACS-TCS
- ARM/Artiva RM-FACS-TCS
- RCM/Artiva HC
- GOV/RevQ, RPCS
- GOV/FCE
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- GOV/FCE
- GOV/FCE

Michigan/Texas
California
Michigan/Texas
Florida
Kentucky
Tennessee
Utah
Indiana F
Indiana G
Indiana D
Indiana A
Indiana C
Michigan/Texas
California
Kentucky
Florida
Illinois

11:10 a.m. - Noon

- RCM/Artiva HC
- GOV/RevQ, RPCS
- GOV/FCE
- GOV/FCE
- GOV/FCE
- All Attendees
- ARM/Artiva RM-FACS-TCS
- ARM/Artiva RM
- ARM/Artiva RM-FACS-TCS
- ARM/Artiva RM-FACS-TCS

Tennessee
Utah
Indiana G
Indiana F
Indiana C
Exhibit Hall
Illinois
California
Kentucky
Michigan/Texas
Tennessee
Utah
Indiana F
Indiana A
Indiana G

Noon - 1:30 p.m.
1:40 p.m. - 2:30 p.m.

- RCM/Artiva HC
- GOV/RevQ, RPCS
- GOV/FCE
- GOV/FCE
- GOV/FCE

2:40 p.m. - 3:40 p.m.

- All Attendees

Marriott Ballroom 8