
Event Agenda

Connect + Skilld Revenue Audit and Cage Conference

Tue, May 14, 2024

7:00 AM - 9:00 AM	CCT Connect Registration Opens
8:00 AM - 9:00 AM	Breakfast Location: Palo Verde Ballroom
8:30 AM - 9:00 AM	CONNECTION Bars & Tradeshow Open Location: Palo Verde Exhibit Hall
9:00 AM - 9:50 AM	CCT's Opening Remarks, Ballroom Speakers: Wanor Franca, Kurt Williams
10:00 AM - 11:00 AM	Break Out Sessions What is coming next, cashless, igaming, sportsbook, social casinos 10:00 AM - 11:00 AM Deep Dive into CAS latest & next 10:00 AM - 11:00 AM
11:00 AM - 12:00 PM	Lunch
12:00 PM - 1:30 PM	Connect: Your turn - mixer with clients interacting and asking questions/answers
1:30 PM - 2:30 PM	Points & Comp what is new and how do I handle?
2:45 PM - 3:45 PM	Decade of Change: What the data tells us and our predictions
5:00 PM - 5:00 PM	CONNECTION Bars & Tradeshow Closes

Wed, May 15, 2024

7:00 AM - 7:40 AM	AML History and CTR: Currency Transaction Reporting
7:50 AM - 8:50 AM	SAR: Suspicious Activity Reporting and Understanding SAR Compliance Speaker: Sean Topchi
8:45 AM - 9:45 AM	Continental Breakfast: Tradeshow Floor Location: Palo Verde Ballroom
9:00 AM - 9:45 AM	Conference Kick-Off and Opening Comments A Word from our Diamond Sponsors 9:30 AM - 9:45 AM Location: Palo Verde Ballroom
10:00 AM - 10:50 AM	Opening Panel: Artificial Intelligence in Gaming for Cash Operations and Finance Location: Palo Verde Ballroom

11:00 AM - 11:45 AM

Break Out Sessions

Revenue Audit Panel: The Hopes and Dreams of Automation. From manual to automation, the journey in between and what lies ahead for the future of Revenue Audit and Finance

11:00 AM - 11:45 AM

Location: Palo Verde Ballroom

Speakers: Kurt Williams, Adam Feliciano, Tennesha Teague-Elmore, Amber Flippen

Cage Cash Automation Roundtable for Casino Attendees [No Vendors or Consultants Please]

11:00 AM - 11:45 AM

Location: TBD

Speakers: Tom McDonald, Regina Carrillo, Orlando Jordan

11:45 AM - 12:30 PM

Networking/Mentoring: Let the Games Begin!

Location: Palo Verde Exhibit Hall

12:30 PM - 1:30 PM

Banquet Lunch

Location: Palo Verde Ballroom

Meet Ups, Networking and Games

1:15 PM - 1:30 PM

Location: Palo Verde Exhibit Hall

1:30 PM - 2:15 PM

Break Out Sessions

Becoming a Better Leader in Cage Ops

1:30 PM - 2:15 PM

Speakers: Luke McEwin, Kathryn Estrada

Staffing, Scheduling, Bid Process and Seniority

1:30 PM - 2:15 PM

Speakers: Regina Carrillo, Orlando Jordan

Panel: Slots and Table Games Revenue Audit

1:30 PM - 2:15 PM

Location: Palo Verde Ballroom

Speakers: Amber Flippen, Adam Feliciano, Christian Fenner, Joseph Busby

2:30 PM - 3:15 PM

Break Out Sessions

NEW! Finance Track! Panel: Understanding the Flow: Cage ->Rev Audit->Finance->Analytics = Business Decisions

2:30 PM - 3:15 PM

Location: Palo Verde Ballroom

Speakers: Joseph Busby, Dawn McGrady, April Bacon

Cage and Slots Scams and Fraud Schemes

2:30 PM - 3:15 PM

Speaker: Tom McDonald

End of Month Close and Audit timeline deadlines

2:30 PM - 3:15 PM

Speakers: Adam Feliciano, Christian Fenner, Tennesha Teague-Elmore

Managing Variances and Variance Policy: Cash Ops

2:30 PM - 3:15 PM

Speakers: David Martin, Brian Roe

3:30 PM - 4:15 PM

Panel: Responsible Gaming

Moderator: Sean Topchi

3:50 PM - 4:30 PM

Networking in Exhibit Hall

7:00 PM - 11:00 PM

Connect Event Party "Customer Compass: Navigating Excellence Together"

Location: Gila River Showroom: Admission Ticket Required

Thu, May 16, 2024

8:00 AM - 8:50 AM

AML Compliance Program Pillars Overview

9:00 AM - 9:45 AM

Regulatory Changes and Updates: What you Should Know about the Regulatory Landscape

9:00 AM - 10:00 AM

Meet Ups/Networking with Vendors/One on One Mentoring

Location: Palo Verde Exhibit Hall

10:00 AM - 10:50 AM

Opening Conference Panel: Wallet and Cashless

Speakers: David Martin, Tom McDonald, Luke McEwin, Regina Carrillo

11:00 AM - 11:45 AM

Break Out Sessions

Managing Variances and Variance Policy: Cash Ops

11:00 AM - 11:45 AM

Speakers: Brian Roe, Christian Fenner

TITO Audit Kiosk Roundtable

11:00 AM - 11:45 AM

Speakers: Tennesha Teague-Elmore, Amber Flippen

Best Practices MICS and Revenue Audit

11:00 AM - 11:45 AM

Speakers: Joseph Busby, Adam Feliciano

Cage Professionals Meet Up

11:00 AM - 11:45 AM

12:00 PM - 12:30 PM

Sportsbook Roundtable and Meet Up

Speakers: Dawn McGrady, Amber Flippen, Joseph Busby

12:30 PM - 1:15 PM

Lunch

1:15 PM - 2:00 PM

Break Out Sessions

Handling Downtime and Manual Processes for Cage

1:15 PM - 2:00 PM

Speakers: Luke McEwin, Tom McDonald

Player Tracking Audit and Player Point and Comp Liabilities Challenges Roundtable

1:15 PM - 2:00 PM

Speakers: Christian Fenner, Adam Feliciano, Dawn McGrady

Investigative Techniques for Revenue Audit (Speakers TBD)

1:15 PM - 2:00 PM

2:15 PM - 3:00 PM

Break Out Sessions

Becoming a Better Leader in Cage Ops

2:15 PM - 3:00 PM

Speakers: Brian Roe, Kathryn Estrada, Orlando Jordan

Credit & Collections Programs

2:15 PM - 3:00 PM

Hotel Audit Roundtable: Managing the pain of checklists, ins and outs, refunds, packages/rates - On premises to cloud

2:15 PM - 3:00 PM

Speakers: Adam Feliciano, Dawn McGrady, Amber Flippen

3:15 PM - 4:00 PM

Human Trafficking: The Silent Epidemic to Humanity

4:00 PM - 4:15 PM

Final Remarks and Closing Conference