



# Credit and Financial Development Division NEWSLETTER

The Official Publication of the NACM Credit and Financial Development Division

April 2015

## Letter from...

**Barbara Condit, CCE**  
**CFDD National Chairman**



It seems like only yesterday that I addressed my CFDD family and friends and pledged to lead this wonderful organization. This has been one of the best experiences of my life and one I recommend to each of you. It has been an incredible year and there are many members to thank for all of our success. First up are Vice Chairmen, Charlene Gothard, CBF and Kim Lancaster, CCE, who have been remarkable to work with, and for whom I am truly grateful. I would also like to acknowledge all of the dedicated area directors on the National Board this year, plus Mary Moore, CBA, and Wendy Bartlett, CCE, our NACM Board Representatives and all of the Past National Chairmen who have made themselves available to me, to give amazing guidance. Another thank you goes to my chapter, CFDD Minneapolis/St. Paul, for its encouragement and support this past year. Finally, to our CFDD Administrator, Melanie Brohawn, and our NACM National staff, who work hard to provide CFDD with an outstanding newsletter, great conferences, membership assistance and overall backing throughout the year. We truly appreciate everything you do for us.

My theme this year of Together Everyone Achieves More = TEAM has meant that when we work together no matter whether it is on our

membership drive, Silent Auction, scholarship funding, putting together a great conference or building our educational modules, we all achieve more when we work as a TEAM.

Your chapter achieves more when each member participates, be it serving as a board member locally or on the National Board, or presenting a program at your monthly meeting. I encourage you to try, as it will be an experience you will never forget or regret. I hope to see all of you at Credit Congress in St. Louis. Please join us by attending our CFDD Awards and Installation Luncheon on Tuesday, May 19. This is the time when we recognize our chapters with special awards and present individuals with scholarships in addition to being a great networking opportunity.

It has been a true honor and a privilege to serve as your National Chairman. I look forward to working with the upcoming Board and mentoring as necessary. Remember, if Together Everyone Achieves More working as a TEAM, you and your chapter will continue to grow and flourish.

I would like to thank each of you for your support over this past year. I appreciate your commitment, comments and suggestions, but most importantly thank you for your continued friendship and leadership. This is the true value of CFDD on which you just cannot put a price tag.

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**CREDIT CONGRESS & EXPO**

AMERICA'S CENTER  
ST. LOUIS, MISSOURI

**MAY 17-20, 2015**

**NACM's 119th Credit Congress is next month!**

**Learn about CFDD's Credit Congress events in this issue!**

See page 2 for information on **CFDD's Meet & Greet**.

See page 3 for information on **CFDD's Annual Luncheon**.

See page 9 for **Registration** and **Hotel** information

See page 10 for **Credit Congress Highlights for CFDD Members**.

## Letter from...

**Charlene Gothard, CBF**  
**CFDD National Vice Chairman**  
**Education, Programs and**  
**Chairman Elect**



As we close out this year with CFDD and look forward to another year starting, we realize it has been a very rewarding time. We had a great turnout for Credit Congress in Orlando and again at the CFDD National Conference in Minneapolis.

Thanks to everyone for their support and input as well as the opportunity to serve the great membership of CFDD. We had another successful fundraising year, which allows us to award several scholarships to membership at Credit Congress. I would also like to thank those chapters that have shared their newsletters with our direct members.

In addition, I would like to thank the dedicated Past National Chairmen who continue to give generously of their time and money, mentoring and encouraging us all. They truly are an inspiration to each of us to improve and strive to reach new heights.

I would also challenge each member to take time to reflect on how CFDD has impacted your career by developing your leadership skills, enhancing your learning by staying current with workplace changes and networking to reach out to others within the credit profession as resources. We all have it in us to pay it forward, step outside our comfort zone, lead a study group for certification, submit an application to become an area director, get involved and stay involved both locally and nationally. This organization is about you the member and you will always receive more than you give. It may not seem like it at the time, but the personal reward of a job well done is good for you and those that you have helped along the way.

As the new term begins in May, I would ask that you contact the Board with any questions or concerns. We are members just like you and we have a passion for CFDD. We all have a say in the direction we are going. We need to know what is working, what needs to be reviewed and where you would like to see CFDD in the future. What can we do to improve, keep the organization relevant and keep serving you, the members, at the highest level? If you have any comments or questions, you may reach me at [cmgothard@landolakes.com](mailto:cmgothard@landolakes.com).

## Letter from...

**Kim Lancaster, CCE**  
**CFDD National Vice Chairman,**  
**Member Services and Publicity**



### Wow! What a Year!

Thank you, one and all, for making my job as Vice Chairman of Member Services and Publicity so easy and so rewarding. This year the CFDD National newsletter was exceptional because of all of you. Area directors, committee and chapter members, all of you came through each time I put a call out for newsletter materials. I was amazed at the great stories of leadership, mentoring and networking. All those things represent the essence of NACM/CFDD.

The chapter newsletters I received monthly were super! Lots of good information and so professionally done. I encourage all chapters to continue to use the monthly chapter newsletter as a way to connect with members and others who might be interested in CFDD.

Together Everyone Achieves More = TEAM was the battle cry from our Chairman, Barb Condit, CCE, and I believe we as a team answered the call in a big way this year on the newsletter. Special thanks to Ainslee Sadler at NACM publishing for her help and support.

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**AMERICA'S CENTER**  
**ST. LOUIS, MISSOURI**

# CFDD MEET AND GREET

## AT NACM'S 119<sup>TH</sup> CREDIT CONGRESS

The Meet and Greet will be held at the **Capri Restaurant** in the **Renaissance Hotel** from **2:00 to 3:45pm** on **Sunday, May 17th**.

As your Vice Chairman of Member Services and Publicity, it was also my responsibility to have a vision for the future of this organization and I chose to challenge each chapter to grow by two new members. I was thrilled to see the challenge accepted by nearly all of the CFDD chapters, and I am looking forward to hearing the grand total at our CFDD National Conference in October 2015. This is your organization and only you can make changes and be the driving force behind the success of the chapters you each represent.

Major kudos to Barb and Charlene for their support during my first year on the Board and a special “shout out” to Wendy Bartlett, CCE and Dennis Thomassie, CCE for their support from my home chapter here in Dallas. All of you are not only good friends, but family as well.

I am looking forward to serving all of you in 2015-2016 and seeing you in St. Louis, especially at the CFDD Luncheon.

Thanks again everyone!

## Letter from...

**Wendy Bartlett, CCE**  
**NACM Board Representative**

### A New Perspective on Things

I am very honored to be serving as the CFDD Director elected to the NACM National Board for the next three years. I have big shoes to fill as Mary Moore, CBA served our organization in this role for the past four years. I attended my first board meeting in January. This year, it was held at the Gaylord Texan in Grapevine. Needless to say, my commute was a breeze! It was a great experience to see how this National Board works and how the members work together for the betterment of the entire organization, especially its members.

While I cannot disclose details of our board meeting, I can tell you that it gives a whole new perspective on the “behind the scenes” of the association. Each board member, especially those sitting on the Executive Committee, gives selflessly of his or her time and energy



to NACM and its members. I would be remiss if I didn't include the NACM staff as well. We do not realize the amount of time they spend to make events, education and networking happen flawlessly.

We have a monthly conference call to stay in touch with the ever-changing times. We will also meet during Credit Congress for our second, in-person, board meeting. As with CFDD, NACM has a huge focus on maintaining and growing the membership. We are very excited about NACM's most recent hire of Rudet Fountain.

Thank you for your support of CFDD and NACM.

## Letter from...

**Ellen Wodiuk, CCE, ICCE**  
**CFDD Board Member, Area Director**

### New Kid on the Block: A First-Year Area Directors' Outlook



I was very impressed with Steven Snow when he acted as CFDD Board Member, Area Director. He was personable, interested and very complimentary about the CFDD Phoenix Chapter. He also showed me the importance of leadership in CFDD and thus sparked my interest in becoming an area director myself. With encouragement from Sheila Roames, CCE, I took the plunge!

The frightening part is going before the National Board and being questioned as to your intentions. But, “be not afraid,” they are a great group of seasoned veterans ready and willing to teach, lead and support; they are genuinely interested in making sure that CFDD stays strong.

As I became an area director for the first time, I covered Phoenix, which was easy—press that EASY button! For Dallas-Fort Worth, I was scared to death because of the depth of involvement its members had on a National level. Well rest assured, it was not all that bad. Professionals who are in CFDD truly care and they want to nurture your involvement and interest in this organization.



## ANNUAL CFDD LUNCHEON AT CREDIT CONGRESS

Mark your calendar now and plan to join us on **Tuesday, May 19** for the **Annual CFDD Luncheon** at the 2015 Credit Congress. You can register for the luncheon when you fill out your Credit Congress [registration form](#).

For more information, please contact CFDD National at [cfdd@nacm.org](mailto:cfdd@nacm.org).

Overall, it has been a wonderful first year of a two-year term, and I am glad to have been able to serve. Special thanks to Steven Snow of San Diego; Wendy Bartlett, CCE; and Kim Lancaster, CCE from Dallas/Fort Worth who led the way and continue to mentor, educate and truly care. Also, special thanks to my CFDD Phoenix family for its continued support, hard work and dedication to our organization.

## Letter from...

### Steven Snow CFDD Board Member, Area Director



I wish to thank the National Board for allowing me to serve as an Area Director for the past two years. While part of the director's responsibility is to make sure the chapters receive timely information distributed by the National office, I have found that communicating with leadership at other chapters gave me insight into challenges we all face and allowed me an excellent opportunity for building friendships and a shared feeling of accomplishment in tackling these challenges.

I especially enjoyed hearing how other chapters find speakers, promote programs and retain members. I did not have an opportunity to personally visit either chapter with whom I had the privilege to work, but did meet with chapter members at CFDD National each year. Serving on the Board in this capacity is very fulfilling and enhances the sense of community that is a large part of membership in CFDD.

## SILENT AUCTION

### 2015 Western Region and CFDD National Conference

CFDD's popular Silent Auction is on its way! You can help fellow credit professionals achieve their educational goals by donating and/or bidding on items for the Silent Auction. All proceeds raised will be used for the CFDD Scholarship Fund. Donations are welcome from individuals, chapters and corporations. Items should be new, with a starting value of \$25.



#### Silent Auction items can be sent to:

Charlene Gothard, CBF  
Senior Credit Representative  
Purina Animal Nutrition LLC  
15840 North Simmons Road  
Portland, OR 97203

## CFDD NEWSLETTERS

Did you know that you can access not only the National CFDD newsletters, but also other chapter newsletters from the National CFDD website? Need a fresh topic for an upcoming meeting or a new fundraiser idea? Is your chapter ready to launch its newsletter, but needs some direction? Check out what other chapters are doing by logging onto the [CFDD Members Only Area](#) and clicking on Chapter Newsletters from the menu on the right.

# NACM

## Western Region and CFDD National Conference

## CITY OF PORTLAND

### 2015 NACM Western Region and CFDD National Conference

**October 14–16 • Portland, Oregon**

This year's **CFDD Conference** will be held jointly with the **Western Region Conference** at the DoubleTree Portland, in Portland, Oregon. The theme of the conference will be **TechCredit: Technology & Credit.**

The conference will kick off on Wednesday, October 14 at 5:00pm with a reception sponsored by NACM and CFDD's traditional Silent Auction. Educational sessions will run all day Thursday followed by a dinner and CFDD's Dessert Fundraiser on Thursday evening. Educational sessions will continue on Friday from 8:00am until 11:45am, when the conference will conclude.

Conference attendees will have an option to participate in an International Business Day that is being planned for Wednesday, October 14. Mark your calendars now—more details will be available soon!



# Mechanic's Liens Basics

## Introduction

It's a simple concept: the owner of a piece of real property should not be able to retain the benefits of an improvement without paying for it. Mechanic's lien laws are the result of a policy intended to protect unpaid contributors to an improvement of real property against the unjust enrichment of a property owner.

Anyone who supplies materials or services for the improvement of property needs to learn the basic rights afforded under the applicable mechanic's lien laws in each state (see NACM's *Manual of Credit and Commercial Laws*, Volume III, Chapter 1). These statutes provide additional protection for workers and suppliers who perform services to improve real property and can help a creditor obtain payment for materials and services by providing a lien on the improved property where they would otherwise be left without recourse. Although each state has created a different statutory scheme to govern who is entitled to a lien, common to all lien statutes is the requirement that a supplier seeking the benefits of the lien law must comply with the strict provisions of the law.

## Contract Rights and Liens

Construction and home improvement projects are generally governed by contract. The property owner enters into a contract with the general contractor; the general contractor, with his or her subcontractors and so on down the chain of subcontractors and suppliers. If there is a dispute between parties to one of these contracts, either one may bring suit to enforce the rights granted under the contract. However, there is no common law right for an unpaid subcontractor or supplier to bring suit directly against the owner absent a direct contractual relationship. When the owner, general contractor, or even a subcontractor fails or refuses to pay someone further down the chain for the work that has been done, a subcontractor or supplier's sole remedy in contract may be against the general contractor or another subcontractor.

Unlike contractual remedies, the rights granted under mechanic's lien statutes provide recourse to those who may not be in a contractual relationship with the owner of the real property. Typically, these statutes do not award monetary damages; instead they create rights in the owner's real property. In addition, virtually all of the states also permit a payment bond to be substituted for the right to file for a mechanic's lien. If a payment bond is posted by the owner or general contractor, a subcontractor's or supplier's rights extend to the bond.

## How Mechanic's Liens Work

The basic questions to determine whether a lien is proper are who is entitled to assert a lien, how it is filed or recorded and what notice is required.

### *Those Entitled to Assert Liens*

Contractors, subcontractors, material suppliers, equipment renters, workers, architects, engineers, surveyors and others who contribute services or materials to a construction project are typically entitled to enforce mechanic's lien claims for the value of their work. The ability to file a lien, however, is a right created by each individual state. There are generally three criteria that must be met in order to determine if such a right exists. First, a claimant must be within three tiers of the owner of the project. Second, if supplying a tangible product, it must be affixed or become a permanent part of the improvement. Third is the provision of no suppliers to suppliers. If the claimant is providing a tangible good, either the claimant or its customer must be installing the good. Again, these are general rules of thumb, and exceptions do apply.

To enforce a mechanic's lien, a claimant must prove that it supplied services or materials that were incorporated into the job or that it was employed by the owner, construction manager, architect, engineer, contractor or subcontractor of any tier.

### *Amount of Lien*

Generally, a claimant asserting a mechanic's lien is entitled to the reasonable value of the services provided or materials supplied to the project or the contract price, whichever is less. In some states, the amount of the lien can be altered by the amount already paid by the owner or other limiting factors. In the event of court action, the prevailing party in mechanic's lien litigation typically recovers its costs of suit and, in some states, its attorneys' fees.

### *Notice of Lien*

Many states now require that a supplier of goods or services provide a "notice to owner" prior to or shortly after the initial provision of goods or services. The failure to provide this notice to the owner prior to a particular job may defeat the mechanic's lien claim. Other notices are designed to trap funds on the general contract.

Such notices were created as an identifying process. Recognizing the owner's vulnerability in hypothetically paying twice for an improvement, the notice identifies potential lien claimants to the owner. Once identified, the owner can protect himself via the lien waiver process. Additionally, every state requires a notice (or claim) after there has been a failure to make a timely payment. There are very strict time limitations as to when notice must be given both before and after the supplying of goods and services. Additionally, there are equally strict limitations regarding who must be notified of the possible assertion of a mechanic's lien claim. Careful attention must be paid to these limitations.

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### ***Filing of Lien***

The form used to make a claim for a mechanic's lien itself is usually simple. Typically, the person signing on behalf of the claimant does so under penalty of perjury that the statements made in the claim are true. A claimant records the claim of lien in the county office (or, in some states, actually files a claim of lien in the county clerk's office) to create a lien of record. The title to the property is then subject to the claimant's mechanic's lien, and persons taking title to the property are on notice that the claimant may have rights to the property.

The right to assert a mechanic's lien attaches to property immediately when a claimant has supplied services, equipment or materials to a project. This creates a cloud on the title because a claimant might record a claim of lien. Since the right exists prior to the deadline for filing or recording the actual lien, states have set relatively short periods of time within which a claimant is required to file its lien. This limits the period of uncertainty during which claims might be filed.

### ***Priority of Liens***

*Time.* In many states, lien claims take priority not from the time when they are recorded, but from an earlier date. Such claims are said to "relate back" to the date provided by statute.

*Seniority or Rank.* In some states, a mechanic's lien is superior to all other liens except other mechanic's liens, ahead of construction loans, permanent mortgages and other similar loans even if the other liens are more senior than the lien. The mechanic's lien has significant value in this case, because the construction lender will usually satisfy the lien claim rather than face losing seniority. In other states, the mechanic's lien laws merely create rights in the owner's property subject to and subordinate to prior existing liens and subordinate to and behind all prior existing liens. Finally, in most states, all mechanic's lien claims on one project have the same priority no matter when the work was done or the claim recorded.

### **Enforcement of Mechanic's Liens**

Each state law provides the mechanism for enforcing a mechanic's lien once it has been obtained. A mechanic's lien usually does not have an infinite life span and states typically require that a formal action be brought to enforce the lien within a specified period of time or else it will be lost.

After the filing procedure, a mechanic's lien claimant must proceed to enforce the claim against the owner's property. The necessary steps under most state laws to enforce the mechanic's lien after filing are typically: (1) a legal proceeding against the contractor, owner or others to obtain judgment and, in most instances, filing a notice of *lis pendens*; (2) judgment of foreclosure, in which the court may also determine the priority of the mechanic's lien claim relative to other competing liens or mortgages; and (3) an official sale of the owner's property to the highest bidder at public auction. Mechanic's lien holders should carefully consider the benefits of holding a sale of such property, because prior liens and expenses, along with a realistic appraisal of the auction price, will greatly affect the ultimate collection.

### **Contractual Provisions Prohibiting Mechanic's Liens**

In some instances, an owner will attempt to provide by contract that no mechanic's liens may be imposed by a subcontractor or supplier. Such a provision may or may not be enforceable depending on the interpretation of the laws of a particular state and the facts and circumstances of the situation. Some states limit the owner's liability to a subcontractor or supplier to the unpaid portion of the original contract.

### **Other Remedies Available to Subcontractor**

These can include stop notices, equitable liens and claims against payment bonds.

*Excerpted from the NACM Manual of Credit and Commercial Laws, Volume III, Construction Issues, Chapter 1, Mechanic's Liens. For the full text of this chapter or information on credit applications, contracts, letters of credit, secured transactions, bad check laws, negotiable instruments, bankruptcy, antitrust, escheatment, SOX and many other relevant topics, please consult the Manual. The current edition of all four volumes of the Manual of Credit and Commercial Laws is available at the [NACM Bookstore](#).*

To learn more about mechanic's liens at [Credit Congress](#), be sure to sign up for "Best Practices in Construction Credit," a two-part interactive session (24060, 24070) with a panel of experienced credit managers from various construction trades moderated by Chris Ring from NACM's Secured Transaction Services.

## PROGRAM PICKS

CHAPTER	TOPICS	SPEAKER
Dallas/Ft. Worth	Texas Bonds and Liens Texas Small Claims Court Avoiding Preference	Lawyer Lawyer Lawyer
Kansas City	Resources from the Credit Department from A-Z  Payment Channel Alternatives Credit Jeopardy	List Compiled by Chapter Members Attorney Chapter Members
Portland	Strategic Communications	
Seattle	Updates and Trends at the State Legislature for Business-to-Business Creditors	NACM Lobbyist
Wichita	Credit Questions What to Do before and after Collection	Chapter Member Chapter Members

## AWARDS & ACHIEVEMENTS

CHAPTER	MEMBER	COMPANY	AWARD/ACHIEVEMENTS
Portland	Melanie Etzel Clara Nemeth	Cascade Nut & Bolt, Inc. NACM Oregon, Inc.	CCE Designation CCE Designation
Raleigh	Donna Michell	Electrical Equipment Co.	CBF Designation
Wichita	Rebecca Dick	WSM Industries	CBF Designation

# Chapter News

## CFDD Kansas City

The Kansas City Chapter installed new officers at its April meeting and presented the following awards:

Credit Professional of the Year: Kynan Marshall, CCE  
Distinguished New Member: Ron Brooks, CCE  
Presidential Citation Award: Nancy Watson-Pistole, CCE, ICCE

The chapter also held a Butter Braid fundraiser earning \$418 for the Chapter Scholarship Fund. It was a great event as the Butter Braid and Cookie Dough pastry products are quite tasty and very popular because they are only sold through fundraisers.

## CFDD Wichita

### **CFDD Wichita to Focus on Scholarships in 2015**

For many years, the chapter's leaders have urged members to pursue accreditation goals and attend Credit Congress, the CFDD National Conference and other events. In 2014, higher membership dues and decreased menu items resulted in more revenue for the chapter. This allowed more funds to be dedicated to helping members meet their goals, build their network by attending national and regional conferences and become better credit managers through monthly meetings focused on educational topics and opportunities. 2014 was an exciting year for CFDD Wichita members who earned their accreditation. Becca Dick received her CBF certification, Jennifer Kohn earned her CBA designation, and Chris McDaniel and Stephanie Gibbens are working toward their CBA. CFDD Wichita is all about learning!

## On the Way *UP*

CHAPTER	MEMBER	NEW COMPANY	TITLE
Dallas/Ft. Worth	Ashley Templin, CBA	Trinity Materials	Credit Analyst

### **CFDD NATIONAL'S EDUCATIONAL PROGRAMS**

Now available, CFDD National's Programs free of charge! Program topics include:

- Antitrust and You
- Ethics—It's a Matter of Choice
- Business Etiquette
- Mediation—An Alternative to Dispute Resolution
- Selling Marginal Accounts—Are the Rewards Worth the Risk?

These programs can be conveniently downloaded from the [CFDD Members Only](#) Area of the CFDD National website. Please check out these timely resources!

### **Reminder to All CFDD Chapters**

As CFDD chapters elect new boards of directors, please keep CFDD National in the loop!

Please send an email to National ([cfdd@nacm.org](mailto:cfdd@nacm.org)) with contact information for all newly installed board members. We appreciate your help in this matter.





Meet me in St. Louis

NACM's 119<sup>TH</sup>

# CREDIT CONGRESS & EXPO

AMERICA'S CENTER  
ST. LOUIS, MISSOURI

MAY 17-20, 2015

It is the largest gathering of business credit professionals in the country—where the focus is on education, networking, and growing the unity and influence of the credit community. You'll be inspired by the best credit experts in the country. Come celebrate all this and more with us this coming May!

## **NACM'S 119th Annual Credit Congress & Expo**

May 17-20, 2015

America's Center

St. Louis, Missouri

### **Hotel info:**

Hyatt Regency St. Louis for \$135/night, 888-591-1234 or [online](#)

Please reference **NACM Credit Congress** to secure the conference rate.

Attend the CFDD Luncheon on May 19!



## CREDIT CONGRESS HIGHLIGHTS FOR CFDD MEMBERS

Be sure to show your support by attending the Credit Congress sessions led by CFDD members. We are proud of our members and appreciate all their time and effort.

**Tuesday, 9:00–10:30am**

**24040. How, What and Why of a Credit Review without Financials**

*Speaker: Edwin Bell, Ph.D., CBA, ICCE, W.W. Grainger, Inc.*

This session explores options and tools to help determine the appropriate risk and exposure to apply to a customer when no financials are available. The focus will be on the Credit Review Process including information needed, sources of information and steps to complete the review.

**Tuesday, 9:00–10:30am**

**24042. Export Compliance Regulations and Legal Update**

*Speaker: Cynthia Wieme, CCE, ICCE, MICM, Norgren, Inc.*

The session will focus on the recent changes to the Foreign Corrupt Practices Act and the need for possible updates to your company's internal guidelines in order to be compliant.

**Wednesday, 10:30am–Noon**

**24078. Cash Forecasting**

*Speaker: Dave Beckel, CCE, MiTek USA, Inc.*

In this session, learn how to assess all of the variables in your collection portfolio to produce accurate cash collections forecasts including a discussion on the potential pitfalls impeding collections, getting sales and management buy-in on the importance of collections and the cost of slow pay accounts to your organization.

**Sunday, 8:00am–Noon**

**24006. CBF Exam Review**

*Speaker: Thomas Shimko, CCE, Cemex, USA*

An exam preparation strategy will be outlined during this session to help exam candidates formulate a plan of study. Attendees are encouraged to purchase and review the suggested textbooks listed on the [NACM Bookstore](#) website in preparation for the CBF exam. *Pre-registration and an additional fee required.*

## CHECK OUT NACM'S LINEUP OF PROGRAMS AND EVENTS

May 4	<b>NACM Webinar: Private Company = Private Credit:</b> Uncovering Credit Information on and Selling to Privately Held Companies
May 7	<b>NACM/FCIB Leadership Webinar:</b> Adapting to New and Demanding Roles
May 17-20	<b>119th Annual Credit Congress &amp; Expo</b>
Jun 8	<b>NACM Webinar:</b> Small Business Cash Flow
Jun 10	<b>NACM Webinar:</b> Managing the Sales Tax Exemption Certificate: Best Practices and Legal Considerations
Jun 11	<b>NACM/FCIB Leadership Webinar:</b> Thinking Strategically
Jun 15	<b>NACM Webinar:</b> To Sue or Not to Sue: Alternative Collection Strategies
Jul 8	<b>NACM Webinar:</b> Turning Judgment Day into Your Pay Day
Jul 15	<b>NACM Webinar:</b> Advanced Credit Scoring
Jul 16	<b>NACM/FCIB Leadership Webinar:</b> Building Relationships with Key Stakeholders
Jul 20	<b>NACM Webinar:</b> Bankruptcy for Beginners (Day 1)
Jul 22	<b>NACM Webinar:</b> Bankruptcy for Beginners (Day 2)

## Monthly Credit Survey

You are invited to participate in the monthly Credit Managers' Index (CMI) survey of U.S. credit and collection professionals. Each time you take the survey, you receive 0.1 point toward your [NACM Career Roadmap](#). Contribute to the CMI and have your experience count.

The results from the survey are processed and presented each month in NACM's *eNews*, *Business Credit* magazine and at [www.nacm.org](http://www.nacm.org). Since its inception, the CMI has been a startlingly accurate economic predictor, most notably proving its worth during the recession.

The survey asks participants to rate whether factors in their monthly business cycle—such as sales, new credit applications, accounts placed for collections, dollar amount beyond terms—are higher than, lower than or the same as the previous month. The results reflect the entire cycle of commercial business transactions, providing an accurate, predictive benchmarking tool.

All credit and collections professionals are invited to take the survey each month during the timeframes listed below. NACM membership is not required.

*Read more about the CMI [here](#).*

### Upcoming Survey Dates

CMI Timeline	Survey Opens	Survey Closes
May	Mon, May 18	Fri, May 22
June	Mon, June 15	Fri, June 19
July	Mon, July 20	Fri, July 24

## CFDD MISSION STATEMENT

The mission of the NACM Credit and Financial Development Division is to develop tomorrow's business leaders through core offerings.

## CFDD VISION STATEMENT

To be a leading provider of professional development opportunities through learning, coaching, networking and individual enrichment.

# CFDD Logo Items



Searching for that perfect gift that combines practicality, value and pride? Look no further than CFDD's extensive selection of logo items! From mouse pads to umbrellas, CFDD logo items can satisfy even the most discerning recipient. They also make great gifts for speakers and special guests. Don't delay! Browse the [CFDD logo item web pages](#), part of the online NACM Bookstore, and purchase merchandise that reflects your investment in the CFDD professional credit community!

## CFDD logo items currently available:

Acrylic Desk Tray (\$10)

Aluminum Card Case (\$8)

Business Card Album (\$15)

Can Holder (\$2)

Cork Mouse Pad (\$5)

Flashlight (\$15)

Luggage Grip (\$2)

Mesh Bag (\$10)

Metal Pen and Pencil Set (\$15)

Robotic Book Light (\$5)

Super Mini Umbrella (\$15)

Wired E-Gadget Portfolio -  
Black Leather (\$30)

