

We Have Liftoff!

Launching Oklahoma City Chapter

Anticipation filled the room at the recent CFDD National Conference in Charlotte as I plunged my hand into the acrylic container heaped with a multitude of red raffle tickets. Reaching toward the bottom, it would take three attempts to reveal a winner of the Oklahoma gift basket. The announcement was followed with excitement, cheers and even some audible disappointments. The galvanized tub, filled with bottles of wine, glasses and accessories from the great state of Oklahoma had drawn a lot of interest and would certainly be an amazing gift. Just two nights prior, during our annual "meet and greet," the basket was unveiled. Membership and Publicity Vice Chair, DeLinda Goodman, CCE, shared with everyone in the crowded room that Oklahoma City would be launching a new Chapter in January 2019, so legacy members had put together a special gift basket to help create seed money for the new Chapter's bottom line. The room erupted with applause and members started lining up with cash-in-hand to get their tickets.



Dana Webster and Chris Birdwell

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CFDD
newsletter

november **december** 2018
The Official Publication of the NACM
Credit and Financial Development Division



As I was helping dispense tickets, I thought to myself if only Kelly Shock, CCE, CCRA, or Dana Webster, CBA, CGA, CICP, president of NACM MidAmerica had been present to see the genuine outpouring of love and support for Oklahoma City to become CFDD's 17th Chapter. During this process and in accordance with guidelines for new Chapters, National Chairman, Val Hardesty, CCE, CICP, and I served as the planning committee, but given that both Kelly and Dana had been heavily involved and served as president for Denver when in existence, this Chapter formulation had been relatively seamless with a limited amount of oversight required. I did, however, attend Oklahoma

City's initial "conception meeting" where I was able to see for myself the level of desire as I shared membership benefits of CFDD with nine potential members representing six companies. At the conclusion of the meeting, it was evident the attendees were on board and clearly saw the value of having a local Chapter. Many were working toward their certifications and it resonated how CFDD membership could afford them opportunities to significantly defray costs associated with NACM educational classes and conference registrations.

Our new Oklahoma City Chapter netted \$335 dollars and votes of confidence from

all of their soon-to-be fellow members. And appropriately, the gift basket found a home with a Chapter member from the National Conference host city of Charlotte. The lucky winner was Glen Crow, CCE, of Carrier Enterprises. Congratulations Glen, and to everyone who contributed financially; you are witnesses to the birth and growth of a new Chapter knowing that your generosity helped make the Oklahoma City Chapter a reality.

Chris Birdwell is the Credit Strategies Manager at Pioneer Balloon Company in Wichita, Kansas. He serves as Area Director for the Kansas City and Wichita Chapters and is a member of the Wichita Chapter.



Val Hardesty, CCE, CICP

CFDD Introduces a New Mentor Program

As I write this message, I have such wonderful memories of our National Conference held in Charlotte, North Carolina last month. The Charlotte and Raleigh Chapters were thrilled with your attendance and your participation. The education the speakers provided, the networking, the friendships and all of the laughter that defines CFDD really warms my heart, both professionally and personally. After the conference, I took some time off and had the opportunity to think about the role CFDD plays, and specifically, what being your National Chair means to me.

To kick off this year's conference, the National Board held its annual Board meeting. In years past, we held the Board meeting first and then invited our Chapter leadership for an additional session afterwards. We switched it up this year and asked the Chapter leadership folks to join us before the Board meeting. The thought behind this was to hear the challenges your Chapters have been experiencing, and then to immediately begin working on plans to best support our membership. As a result, I am happy to announce that several committees were

formed and we are taking aim at some of your biggest hurdles. Stay tuned for some communication on how you can be involved.

One of the program ideas presented during the Chapter leadership segment was a better way to attract and recruit young professionals, either recently graduated from college, or close to graduating. The proposed plan (as designed by the Raleigh Chapter) focuses on establishing a connection with college students/graduates and offering them professional development opportunities via local CFDD Chapter educational offerings. Throughout the process, Chapter members will serve in mentor roles, helping the students gain strength through networking and confidence through sharing their own fresh ideas. This creates a valuable two-way advantage, mutually beneficial to all involved. The discussion in our Board meeting was very encouraging to those in attendance. We believe this will be a wonderful service for our communities and to our profession.

When I think back to my early years as a credit manager, I am reminded that I am the

product of a mentor/mentee relationship. There are two "credit people" who I can say truly guided me to where I am today. They introduced me to NACM, CFDD, education, the designation roadmap, and much more. There's a lyric from a Tim McGraw song that I absolutely love that says, "When you get where you're going, don't forget to turn around and help the next one in line." I challenge each one of you to do just that—seek out the mentor/mentee relationship. It will bring you such reward, no matter which side of the relationship you're on.

Val Hardesty, CCE, CICP is Director of Credit at American Efird LLC, CFDD National Chairman and member of the Charlotte Chapter.



"Outstanding interaction, passion and energy."

"Loved the Area Directors report. Great changes!!"



"Good times, great subjects and can't wait for the next one."



CFDD
NATIONAL CONFERENCE
 November 27-28, 2018 • Doubletree Suites Charlotte Southpark • Charlotte, NC



"KPIs were valuable tips. Really good presentation. Knows audience and subject matter."



"Thank you! This has been a wonderful experience."

"So thrilled to take back many nuggets for making me a better credit manager."



"The case study presented, although terrifying, was extraordinarily interesting."



Heartfelt thanks to Anton Goddard, NACM South Atlantic COO, for being our volunteer conference photographer.



Congratulations to the following members on their new designations!

CBA

Melissa Garcia, CBA
Bridgewell Resources LLC
Portland Chapter

Julie Gieber, CBA
Orepac Building Products, Inc.
Portland Chapter

Mandy Turner, CBA
Valvoline Inc.
Louisville Chapter

Alaina Worden, CBA
Orepac Building Products, Inc.
Portland Chapter

CBF

Lisa Burns, CBF
Excel Industries, Inc.
Wichita Chapter

CCE

Avon Kidd, CCE
Ferguson Enterprises, Inc.
Dallas/Fort Worth Chapter



Elizabeth Honeycutt, CBA

First-Time Attendee

The CFDD National Conference is always an exciting time. This year in Charlotte was no exception. Despite weather delays causing the conference to be rescheduled, there was a strong showing of credit professionals.

Did any of you notice the purple ribbons floating around on name tags? For those who have previously attended a CFDD National Conference or Credit Congress, you know the purple ribbon means the attendee is a VIP and a first-time conference attendee. This conference was a stand out for first-time participants with 42 new credit professional attendees.

I spoke to Nicole Boesch, a first-time attendee, about her experience. Nicole is a Credit and Collections Assistant with Crane Services in Albuquerque,



Nicole Boesch

New Mexico and an active member in the Albuquerque CFDD Chapter.

She is relatively new to credit and came to the conference for the education and the networking. Because of her limited time in the field, she felt it was important to build a network where she can go to ask questions. Nicole found the topics in the conference to be "on point." She gained a better understanding of credit application security which she will use in her position at Crane. "It was an eye opener." Now she is aware of the potential security issues when an unsecured application flows from a branch to her office.

We look forward to seeing Nicole in 2019 in Portland, Oregon for the next CFDD National Conference.

Elizabeth Honeycutt, CBA, Team Lead, MSC Industrial Supply Co., Area Director for the Dallas/Ft. Worth and Albuquerque Chapters and member of the Charlotte Chapter.



Christie Citranglo, editorial associate

CFDD Scholarships Show Initiative, Investment

"We think it is very appropriate at this time to pay homage and respect to the memory of the late Helena R. Pouch, widow of past National NACM Chairman, William H. Pouch, for her thoughtfulness in bequeathing a legacy to the Association for the education of women in the field of credit management," said NACM Chairman Jasper C. Osborne during NACM's Credit Congress in 1963. "Our appreciation is best expressed in the educational fund known as the Helena R. Pouch National Credit Women's Scholarship."

The CFDD National Scholarship Fund began as a memorial fund for women in credit, and today has expanded to helping hundreds of members receive funding for continued education. The scholarship fund awards members with scholarships to the CFDD National Conference, NACM Credit Congress, NACM Regional Conferences and for courses needed for the CBA, CBF and CICP designations

with a variety of self-study courses and designation exams.

Scholarships awarded cover the cost of registration for each event, but do not cover airfare or hotel costs. Deadlines for the 2019 scholarships are March 15, 2019, for conferences and July 15, 2019, for continued education. CFDD members can apply as many times as they'd like. Scholarship applications are available for new and current members.

Many companies cannot or choose not to pay employees to travel to educational conferences. Applying for a scholarship takes the financial strain off of members who seek to continue their education but cannot afford to do it on their own.

Henley Rowe-Anderson, CCE, CICP, attended his first CFDD National Conference in Charlotte, North Carolina, in November 2018 on a scholarship after he was told his

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Whether sitting on a plane, waiting in a reception room or relaxing at home, the new, **FREE Business Credit** app makes keeping up to date with the latest news about commercial credit a breeze.

The Business Credit app is available to everyone at your membership location. Stay informed with all of NACM's and FCIB's editorial content in one place. That's *Business Credit* magazine, *eNews*, FCIB's *Week in Review*, NACM's blog and the *Strategic Global Intelligence Briefs* by NACM Economist Chris Kuehl, Ph.D., all right there at your fingertips!

Download the app today so you can start enjoying free access to all of NACM's content right away. Android users can get it on Google Play, while those with Apple products can download it from the App Store.

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company would not cover his conference expenses. After applying and receiving the scholarship, Rowe-Anderson was able to attend without the financial pressures on his wallet.

“I know a lot of companies do not offer support and do not pay for these kinds of things. And it’s just such a great working opportunity. So I would say, take advantage of it and don’t let the dollar amount deter you,” Rowe-Anderson said. “Some people have three and four kids, so it’s hard to get out of the office as well looking at the financial aspect of things.”

For many, scholarships show initiative in the workplace. Tanya Clinton, CBA, and Samuel Harrison, scholarship attendees at CFDD’s National Conference in Charlotte, were both unsure how their companies would feel about funding their registration to the conference. Harrison negotiated with a new CFO, and Clinton said her company only funds trips if an employee shows “a proactive interest in them.”

“I felt like it was a great opportunity to get to network, and it showed my initiative to my company to invest in myself and my career with CFDD,” Clinton said. “If you aren’t invested in your employees, they’re getting stagnant and stuck in that place of ‘we’ve always done it this way.’”

When Harrison went to his new CFO to pitch the conference, his CFO was happy to hear of Harrison’s commitment to his career. Being

awarded a scholarship only made the support from his CFO that much more meaningful.

“We had a new CFO. The old CFO, who wasn’t really backing CFDD, had resigned. I wasn’t sure about the new CFO, but he was all for it,” Harrison said. “He was in my office one day so I mentioned it to him. He said, ‘Go for it!’ Then I mentioned I also had a scholarship, and he said ‘Great—we’ll put in the difference.’”

Rarely do scholarship applicants get denied, said Barbara Condit, CCE, who was formerly on the scholarship committee. In recent CFDD history, only one scholarship applicant was not accepted, she said, and that was because the reason for applying “wasn’t significant.”

Condit said scholarships have offered her and her peers easier access to education, a clear investment in their careers and the ability to network—all the benefits of CFDD without the conference price tag.

“I read between the lines and look for sincerity behind the reasons for applying. In all the years I have reviewed scholarships, we’ve only turned down one,” Condit said. “You don’t have anything to lose by filling [an application] out. You have more to gain than you have to lose: Don’t be afraid of it.”



Left to Right: Micherra Marshall, CBF, Charlotte Chapter; Sam Harrison, Raleigh/Durham Chapter; Tanya Clinton, CBA, Charlotte Chapter

UPCOMING WEBINARS

January 9	How Much Credit Should You Grant Your Customers?
January 28	Post-Judgment Collection Remedies
January 31	A Good Translation Helps Minimize Collection Issues

Apply Now for a Scholarship

CFDD is a leader in supporting the professional growth of its membership through education and networking.

At the June 2018 Credit Congress, 68 scholarships were awarded valued at \$33,225 bringing the cumulative value of scholarships awarded by CFDD and its Chapters to \$1.8 million for 7,861 scholarships.

National Scholarships are offered in the following categories:

- CFDD National Conference Registration
- NACM Credit Congress Registration
- Designation Application Fees
- School Registration Fees
- Self-Study Courses
- NACM Credit Learning Center Designation Exam Review Package

Scholarship application forms are available on the CFDD [website](#).

- Applications must be typed or computer generated and signed
- Scholarships are valid for 12 months following the award date
- **Deadline is March 15, 2019**

Contact the national office, your National CFDD Board Members or your Chapter president for additional information or assistance. We are here to serve you!

INVEST IN YOURSELF!

****Important Note****

TWO separate annual scholarship offerings are available—March 15 and July 15. Please pay attention to each category with corresponding application deadline dates. It is now possible for you to earn TWO scholarship awards in the same calendar year!!

Deadline is March 15. Don't delay—get your scholarship applications completed and submitted today!!!



Christie Citranglo, NACM editorial associate, asked members of CFDD about their involvement with the organization—"man-on-the-street" style. Each newsletter will feature replies from CFDD members to one of her questions.

What is one memory you have from fundraising for CFDD?



Heidi Lindgren-Boyce, CCE

"We did this fundraiser where you could buy your height in tickets for \$20. What made it fun was you could have a proxy for restrictions on height. It was hilarious because everyone was trying to find the tallest person in the room to buy their height in tickets. And it was so successful because everyone wanted the \$20 option as opposed to \$5 for five tickets. It was fun and successful."

Heidi Lindgren-Boyce, CCE, Senior Credit Manager, Star Rentals, Inc., member Seattle Chapter



Marie Segura, CBA

"We had a lien and bonds fundraiser with a local attorney in Albuquerque. He came and did a lien and bonds seminar, which was a big draw. It was a half-day seminar with lunch included. We invited members, non-members and competitors."

Marie Segura, CBA, Credit Manager, Frank's Supply Company, Inc., member Albuquerque Chapter



Micherra Marshall, CBF

"We do fundraising every month, but a good memory for me is that I got awarded a scholarship through fundraising to go to the CFDD National Conference in Charlotte."

Micherra Marshall, CBF, Credit & Collections Manager, Assa Abloy Entrance Systems, member Charlotte Chapter

CFDD's 2019 National Conference

in partnership with
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Credit Conference**

Save the dates!
We're going to Portland in 2019!

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Michael Miller

B2B Procurement Revolution Underway

The way of doing business is changing, and it is having an impact on business-to-business (B2B) credit and trade creditors across the globe. Much of the revolution can be attributed to the B2B sector wanting to be more like the consumer world in terms of ease of use and functionality. Amazon.com is among those leading the way in this uprising, according to an article with the *Globe and Mail* of Canada.

Amazon is already among the world's e-commerce leaders with its Marketplace online retail operation, Prime membership and video service and cloud-based computing Web Services. The e-commerce, retail giant has started to expand to another venture, Amazon Business, which launched in 2015. It has more than a million customers in a handful of countries including the U.S., India and Japan. Amazon Business is aimed at easing B2B wholesale and distribution transactions in the digital world. "Amazon Business is purpose-built to address the concerns of B2B purchasing agents and professional procurement teams concurrently," explained the *Globe and Mail*.

Amazon Business was rolled out in India several months ago as a way for businesses to grow and meet their procurement needs. "GST [goods and services tax] is the moment for us to make B2B big," said Amit Agarwal, Amazon India head and senior vice president, in an article with the *Economic Times*. "Over the long run, B2B has to be bigger than B2C [business-to-consumer] as the industry is

bigger. ... It's highly profitable. It is pristine, untouched territory." B2B wholesale and distribution is an \$8 trillion market in the U.S., said the *Globe and Mail*.

Research and advisory company Gartner believes there are several factors that will change the B2B procurement process. They include the advent of B2B marketplaces like Amazon Business and Alibaba's 1688.com. Gartner predicted that by 2022, 75% of B2B tail spend will be done through online marketplace providers. Artificial intelligence (AI) and chatbots, or virtual assistants, will also change the B2B landscape.

An article with *American Express* went into further detail about the use of AI and virtual assistants, which have already been widely introduced in the consumer world. "AI is also being used to help reduce cost and improve compliance by analyzing spend data in real time, checking for compliance and exceptions," explained the article. "Some experts say that next-generation spend analytics may evolve to predict pricing patterns, check prices online against existing deals with suppliers, and analyze supplier risk." However, these chatbots are still in their infancy in B2B procurement and payments. The hope is that AI and similar technology will help B2B purchasers navigate the procurement complexities.

B2B e-commerce is expected to continue its upward climb in the years ahead. Forrester Research forecasts that B2B e-commerce

will reach \$1 trillion by 2020, which will be roughly 12% of all B2B sales. Even before Amazon Business went live, a Forrester study from 2014 found that "B2C customer experiences are driving B2B buyers to expect the same level of omni-channel service from their suppliers for work-related purchases." This was one of four key findings of the study. Technology upgrades and investments was another factor. Just under half of those surveyed four years ago said they prefer to make work-related purchases on the same websites they do for personal use.

"This dramatic shift—from traditional top-of-the-funnel activity based on searching print catalogs and talking to sales representatives, to starting the discovery process by performing digital searches—is remaking the B2B buyer journey," noted Forrester.

Many industries still need that personal touch of a phone call or a customer visit, but B2B e-commerce outlets such as Amazon Business are breaking ground on new avenues for B2B procurement. Advancements in AI and similar technology are paving the way for businesses as well. B2B companies are also interested in the ease of business, which can be seen in how they want to make purchases.

Michael Miller, NACM managing editor



Andrew Michaels

Catch Errors If You Can: Working With Your Accounting Department

Like a well-oiled machine, business credit can run smoothly when the credit and accounting departments work together during the entirety of a transaction. As credit managers keep their eyes peeled for any signs of distress and ensure payments are collected in a timely fashion, accountants handle the ins and outs of financial statements, setting the foundation of the relationship. Errors in either department, whether big or small, can create problems down the line, essentially leaving the business' fate in the hands of finance departments.

A recent study from Massachusetts-based research firm Audit Analytics saw a rise in material accounting mistakes in the first half of 2018, but according to NACM's Financial Statement Analysis course instructors, Toni Drake, CCE, and George Schnupp, CCE, all hope isn't lost as long as credit managers and accountants learn to coalesce and strengthen their give-and-take relationship. Drake, the president of TRM Financial Services in Midland, Texas, and Schnupp, the global credit director for Anixter, Inc. in Glenview, Illinois, teach Financial Statement Analysis I and II, respectively, at NACM's national office in Columbia, Maryland. Schnupp also teaches FSA II at Credit Congress.

"Most credit managers are in one industry, so they're looking at financial statement after financial statement all in the same industry," Drake said. "If there's something that doesn't look appropriate or normal for that particular industry—something that just sticks out and that's not how the rest of the industry is performing—you have to look into that."

"The No. 1 communication is about risk between the two departments because risk would be captured by reserves," Schnupp added. "The second-most important piece is the communication of cash, our estimations

of cash coming in. This is timely notification of very large wires coming in and reserves and cash coming in. These are key communications between both functional areas that really should be going on every day."

Check Out These CFDD National Educational Programs

Perfect for a Chapter Presentation Topic



Leadership

Developing your employees into leaders can be one of your greatest accomplishments. Lead by example and enable your employees to empower themselves to grow and strive for new opportunities.

Download the [presentation](#) from the [Members Only](#) area.

Mentor Training Workshop

Make the decision to make an investment in the profession of which you are a part. Become a mentor. Professions only improve as people invest in the people and the profession. Take the time and give back. This seminar will help you learn how.

Program Highlights:

- Enable the attendee to identify those life experiences where they were a mentor/mentee
- Identify those talents that lend themselves to the mentoring process
- Assist the CFDD Chapter to assess and construct a program to allow the mentees to meet their needs
- Identify a method for preparation of a plan to assist in the achievement of career goals and to facilitate acquiring NACM designations
- Understand the CFDD organization and the support it provides to facilitate the mentor/mentee relationship

Download the following materials from the [Members Only](#) area.

[CFDD Mentor Workshop Leader Guide](#)
[CFDD Mentor Workshop Program Details](#)
[CFDD Mentor Workshop Handout](#)
[CFDD Mentor Workshop Presentation](#)

For more than a decade, accountants working for U.S. public companies have been at the top of their game, each year showing less and less material accounting mistakes. A financial item is considered material when there's a possibility the error could impact an economic decision, such as estimated income and earnings trends, according to management consulting and publishing firm Solution Matrix Ltd.'s website. If the impact is deemed "too small," the error may be ignored.

Audit Analytics' latest finding revealed the number of accounting mistakes not only rose during the first half of 2018, but also led to the restating and refiling of several companies' finances. Changes to U.S. tax law, specifically the Tax Cuts and Jobs Act (TCJA) passed in December 2017, were said to have contributed to the rise in errors.

"Errors can be anything from a misapplication of accounting principles to an error in inputs in accounting software or an error in [Microsoft] Excel schedules," Michael Burke, partner at accounting firm UHY LLP, told *The Wall Street Journal (WSJ)* in a September article.

The *WSJ* article revealed results from the study of more than 9,000 U.S. public companies, 65 of which made accounting mistakes that required restating and refiling "entire financial filings to regulators, compared with 60 companies for the same period last year."

In a separate study, completed by business and financial software company Intuit and released in mid-September, the majority of

accounting errors were due to inefficient record-keeping. More than half of the 500-plus small- to medium-sized businesses that responded said a lack of accounting software and falling behind on bills contributed to mistakes.

Since the Sarbanes-Oxley Act of 2002 (SOX) was enacted, Schnupp said, accounting rules and policies have undergone "extreme tightening." The chapter on the Legal Environment of Credit in NACM's *Principles of Business Credit* states, "SOX was created and enacted to protect investors by improving the accuracy and reliability of corporate disclosures made pursuant to the securities laws and for other purposes."

"It's very, very, very detailed," he said. "I could see how [credit managers] might find some issues on the accounting side when a smaller company is preparing certain financials themselves and try to do the best they can. Every once in a while, you may end up finding an error in financial statements on the numbers side or it was

booked to the wrong account. That's more the exception than the rule."

Drake said credit managers must have a strong line of communication between the credit and accounting departments. She reiterated the importance for credit managers to thoroughly review financial statements and any accompanying notes.

"Go to your own accounting department and say, 'Explain this to me. Does this make sense to you? Is what this customer is saying something you think could and probably did happen?'" Drake said. "If a credit manager just looks at the surface of a financial statement and at what we call 'the bottom line,' the net income, without considering all the factors that contributed to that, they would probably not get a true picture of that company's financial condition and financial performance."

Andrew Michaels, editorial associate

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Recent Chapter Program Topics

Elevating the Credit Profession Through Knowledge

Title	Program	Speaker	Chapter
Personal Guarantees: The "Save the Day" Top 10 Guarantee Mistakes	This presentation will focus on the following mistakes typically made related to guarantees. Some include failing to obtain the signed personal guarantee, failing to update the records when that guarantor leaves/retires, failing to update if there is a change in ownership, failure to include their SSN, verbiage doesn't link to the credit app debt, signature as a corporate capacity, not identifying the signer, and more. Program will help avoid these pitfalls.	Attorney	Dallas/Ft. Worth
Workshop: Excel Tips, Tricks & Shortcuts	Microsoft Excel is the most commonly used spreadsheet application. Learning how to use Excel is an investment in both your personal and professional life. When employees know how to use Excel, it improves their efficiency in the workplace. This opens more opportunities for employment and career advancement. Whether you're brand new to Microsoft Excel or seeking advanced knowledge, tips and tricks will be shared to help improve all skill levels. We will explore VLOOKUP's and pivot tables and how they can help us analyze large sets of credit data in a simple, straight-forward manner.	Affiliate Member	Kansas City
Hiring for the Credit Dept: What Works and What Doesn't	Is there a magical formula for selecting the perfect hire for your credit team? Probably not; however, you can improve the odds utilizing a few key components in the hiring process and beyond. In this interactive session, we will review: the initial process including job description, recruiting, marketing and analyzing applications; the interview processes; retention; and onboarding	Affiliate, Staffing Services Director	Kansas City
Business Etiquette	You only get one chance to make a first impression. By implementing the business etiquette tips provided in this program, you will learn how to put your best foot forward by the way you dress, how you communicate and the manner in which you conduct yourself in business social settings. International business etiquette is also discussed.	Member	Louisville
The Effective Credit Application (or Extending the Shelf Life of Your Credit Manager)	Discussion of credit applications. Making sure your company's is meeting legal requirements. Discussing how to make your application better.	Attorney	Minneapolis/ St. Paul
NACM Roundtable: Key Drivers of Change	The NACM North Central Board will be doing strategic planning for the association. CFDD will host a roundtable to get feedback to help with their planning session. NACM will draft something in advance to inspire CFDD members to contribute thoughts and ideas. They're looking at "Key Drivers of Change," such as the changing role of the credit professional and how technology is changing the credit world. They'd like to know what else CFDD thinks will be changing in the future and how the association can play a role in this.	NACM Affiliate	Minneapolis/ St. Paul
Credit Jeopardy	Annual educational session featuring credit jeopardy to promote education and networking. The meeting will enhance your knowledge of the credit field.	Member	Omaha/ Lincoln
Living Balanced with the Integration of Self-Care	What is Self-Care? What May Be the Signs That I Need More Self-Care? What Is the Importance of Self-Care? How Can the Concept of Self-Care Help Me with Goal Setting? Setting Goals? What Are the Obstacles to Practicing Self-Care Regularly? How Can I Incorporate Self-Care into My Every Day Life? My Self-Care Plan. Self-Care Ideas. Reward Yourself.	Wellness Professional	Raleigh/ Durham
Kaizen Performance Improvement	A program for credit management and any staff involved (and/or impacted) by key corporate processes such as order entry, customer services, shipping, sales, etc. This program will review how those of us involved in the cross-functional areas such as credit can better understand and identify process problems and recommend solutions in many areas of the company. We will discuss the importance of documenting, reviewing and evaluating core process areas in order to exceed customer expectations and reduce errors (and hence) your company risk. This will help you and your company to be better able to meet customer requirements and improve your businesses reliability to your customer. You can have an impact and be a process improvement leader within your company!	Member	Tacoma
Internal Controls	Internal Controls include all of the policies and procedures management uses to achieve the organization's goals. -Internal controls are not just for accounting personnel. -What are Internal Controls—definition -Purpose and Objectives of internal controls. -Creating a good internal control environment requires good management. -How to write internal controls policies and procedures. -Risk assessment. -How to implement internal controls. -How to effectively review and maintain internal controls as a cycle. -Our role in identifying issues and reporting to management.	CPA	Wichita
Credit Law	Topics include bankruptcy, terms push-back strategies, legalities of credit card surcharging, how recent Supreme Court decisions on sales tax may affect B2B, and social media as a risk management tool. As a bonus, we expect to glean many unexpected nuggets of knowledge and insight regarding current events as this event takes place the day after the 2018 mid-term elections.	Attorney	Wichita



**CFDD
ANNUAL BUSINESS
MEETING AND LUNCHEON**
**AT THE 2019
CREDIT CONGRESS**
TUESDAY, MAY 21

NACM INVITES YOU TO RETREAT INTO THE BEAUTY AND SERENITY OF AURORA, COLORADO, FOR OUR 123RD CREDIT CONGRESS & EXPOSITION, MAY 19-22, 2019. IMMERSE YOURSELF IN THE CONFERENCE WHILE RELAXING IN THE PICTURESQUE AND RUSTIC-CHIC ATMOSPHERE OF THE BRAND NEW GAYLORD ROCKIES!



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CMI TIMELINE	SURVEY OPENS	SURVEY CLOSES
January	Mon., January 14	Fri., January 18
February	Mon., February 11	Fri., February 15
March	Mon., March 11	Fri., March 15

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

Chapter News

CFDD Seattle Ugly Sweater & Silent Auction Holiday Party



Want to see your Chapter highlighted?
Send news about members, meetings, special events and
photos to: DeLinda Goodman, CCE delindaw@juno.com

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

Our **Vision** is to be a leading provider of professional development opportunities through learning, coaching, networking and individual enrichment.

