

**CFDD Scholarship
Application and CFDD
National Award
Nominations by
Mar. 15**

**Annual Chapter
Scholarship
Contribution by
Mar. 31**

**CFDD National Board
Applications for
Positions by
Apr. 1**

**First Quarter
Membership
Reports by
Apr. 10**



DeLinda Goodman, CCE

Need Programming Ideas? We Can Help with That!

I remember when I first joined my local Louisville, Kentucky, CFDD Chapter. At the time, we were a relatively small Chapter, so I was asked right away to volunteer to step into the VP position. Now, for some of you who are part of a larger Chapter, I know that may be hard to believe, as you may have many members who are willing to step in as an officer or board member. But that is quite common for our smaller Chapters because there are lots of jobs to do and a limited amount of people.

Let me tell you, I am the first one to say that the position of VP is a big job! For our small Chapters, the VP is not only responsible for planning all of the logistics of the meeting—location, the all-important food choices, audio visual equipment, etc., but also finding an interesting topic and, of course, the speaker.

Since education is a huge focal point of CFDD Chapter meetings, right off the bat, I was facing a challenge.

As your Vice Chair of Education and Programs, I am so excited to share with you what I know about the multiple resources available to help plan the educational portion of your Chapter meetings. My goal is to help every VP or Program Committee Chair of our Chapters and every member of CFDD know how to find all the tools available to use when planning your educational programs and meetings.

Did you know the CFDD website contains several national educational programs? Have you visited the website to read, explore or use these resources?

The national program list is located on the “CFDD for Members Only” page. Once you log in, you can see all the programs that are ready for you to use.

Presenting one of these “ready-made” programs can be a developmental opportunity for Chapter members to gain public speaking



CFDD newsletter
m a r c h a p r i l 2 0 2 0
The Official Publication of the NACM
Credit and Financial Development Division

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experience, roadmap points, (bonus!), and for everyone to learn something new.

Everything you need is there on the website—the PowerPoint presentation, suggested verbiage to deliver and even handouts for the audience.

One thing I am very passionate about is education. It has been and continues to be a huge goal of mine to make sure our National Programs are updated and ready to use at any given time.

Starting in 2019, your National CFDD Board Members have been hard at work updating some of these programs for our members, so that anyone can easily go to the website, choose a topic of interest and have all the information needed to present at a meeting.

The programs we chose to update first are:

- Ethics
- Business Etiquette
- Mentoring
- Sales and Credit
- Antitrust and You

One of the most interactive and fun National Programs is our very own credit version of “Jeopardy.” It is a version of the popular game show that can be played at your monthly meetings! It is very exciting—it has all the sound effects and music you would expect and can really bring out the competitive nature in everyone.



I am happy to announce that we will be adding a new program entitled, “Decision Fatigue” this year. Stay tuned for more details! We will also be updating more of the existing programs to ensure fresh and relevant content.

Remember to browse the “Recent Chapter Program Topics” in each newsletter (this

issue on page 13). You may discover a fresh topic and decide to call the program chair of the Chapter delivering the program to learn more. Sharing and supporting each other is at the very heart of CFDD.

I want to remind everyone to apply for CEU and CCE recertification points for each of your monthly meetings.

The last thought I want to leave you with is my favorite quote from Pele:

Success is no accident. It is hard work, perseverance, learning, studying, sacrifice and most of all, love of what you are doing or learning to do.

So, keep learning your way to success!

DeLinda Goodman, CCE, is the Vice Chairman of Education, Programs and Chair-Elect and an Accounts Receivable Supervisor at Rotex Global, LLC. She is a proud member of the Louisville Chapter.

Call for Speaking Proposals

CFDD encourages its members to participate in the conference to make a difference in our organization and to enhance the professional growth of fellow members. If you have unique subject matter knowledge or a specialized area of expertise, please submit a speaking proposal for consideration.

If you are interested in speaking, submit the following information:

- name and contact information
- the presentation’s title
- a brief description and session outline
- an estimated session length
- the level of the session (basic, intermediate, advanced)

Submit the information requested above via email to Jill Leimbach, jill@nacm.org.

Proposals must be received by March 20 to be considered.

CFDD
NATIONAL
CONFERENCE

SEPT. 10-11, 2020 • OKLAHOMA CITY

CFDD National Conference

September 10-11, 2020

Sheraton Oklahoma City Downtown Hotel
Oklahoma City, OK

Hosted by CFDD National

nacm.org/cfdd-conference/national-conference



Kelly Shock, CCE, CCRA

The Birth of a New Chapter

Most current CFDD members joined our outstanding organization after being invited to attend and experience the educational and networking opportunities firsthand provided by their local CFDD Chapter.

But what happens to credit professionals wishing to be part of CFDD where there is no local chapter? Any employee of a firm holding membership in a NACM Affiliated Association may become a CFDD member by joining as a Direct member. They receive the benefits of membership, including opportunities to apply for scholarships, receipt of the national newsletter, member pricing for the CFDD National Conference, etc., but without the educational and networking opportunities enjoyed by members of an active chapter. In other words, they miss out on the best part: the professional growth and friendships that develop by interacting with other credit professionals.

Oklahoma was one of those areas without a CFDD Chapter, so we started one! The process was relatively easy and painless due to the overwhelming support from CFDD National and our local NACM Affiliate.

Before I go any further, here is a little background information. Dana Webster, CBA, CGA, CICP, and I were both longtime members of CFDD Denver—we served on the Chapter’s Board and were Past-Presidents. Through job changes and moves at different times, we both found ourselves in Oklahoma City, with Dana working as President of the local NACM Affiliate. Dana approached me about joining together to form a new CFDD Chapter and advised that Chris Birdwell, Area Director for the Wichita and Kansas City Chapters, was already onboard to help us get started. I’ll admit, I was overwhelmed about the thought of starting from scratch, but Dana convinced me it was possible. He put me in touch with Chris, who had already advised CFDD National that we were considering starting a new Chapter, and he gave me the “Guidelines for New Chapter Development.” That’s when the fun began!

Dana, Chris and I set a date for an “exploratory meeting” to introduce CFDD to interested NACM members. Dana invited people participating in the industry credit groups and called or emailed other NACM members who weren’t part of a credit group. At this

meeting, Chris made a presentation outlining the mission and benefits of becoming a CFDD member. We asked those who attended about meeting topics that interested them, identified some possible speakers, asked about preferred meeting times and what area of town might be convenient for those who thought they might join. The feedback we received was encouraging, and a new Chapter was on the way.

The 2018 CFDD National Chairman Val Hardesty, CCE, CICP, reached out to Dana and me, offering support from the National Board. The CFDD National Conference in Charlotte was about to take place, and with the Board’s consent, we sent a gift basket containing several “Oklahoma goodies” to be included in the Silent Auction. The proceeds from raffle ticket sales for that basket were to come back to us as “seed money” to help get the Chapter up and running. Despite some glitches with getting all of the goodies to Charlotte in time, the generous response for our fundraiser was overwhelming. Chris presented us with \$335 collected during the Conference! This allowed us to register with the Oklahoma Secretary of State, obtain a

CFDD NATIONAL AWARD NOMINATION FORMS

Know Someone Special?

Nominations are now open for the CFDD National Awards.

If you know a CFDD member who deserves to be recognized for their exemplary dedication, integrity and outstanding service in the field of credit management, please consider nominating them for an individual award. Nominations for special Chapter awards are also being accepted.

Deadline: March 15

Application forms for:

Chapter Awards

- Regular Monthly Meeting
- Special Seminar/Workshop
- National Publicity

Individual Awards

- Distinguished Member Achievement
- Spirit Award
- National Mentor



Federal Tax ID Number and open a bank account. CFDD Oklahoma was born!

Meanwhile, Dana continued promoting CFDD (and still does), sharing information about our progress and inviting NACM members to be part of our new Chapter. To raise additional “seed money,” Dana suggested creating a membership class entitled, “Legacy Member.” This was a limited time offer to those joining by Jan. 10, 2019 (when the membership report was due to National), and making a \$40 donation in addition to the annual dues. Those who did would forever be known as “Legacy Members” within our Chapter. CFDD Oklahoma officially went on record with 11 new members in that initial membership report, 10 of whom joined as Legacy Members. By the end of 2019, we had grown to 16 members, all of whom renewed their membership for 2020! And we’ve added one more so far in 2020.

CFDD Oklahoma’s first year focused on internal development of the Chapter. Members were asked to volunteer to serve as officers on the Chapter’s Board of Directors. A slate of officers was presented to the membership and were voted into office, then installed by Chris Birdwell, our Area Director. Speakers were found and confirmed, meeting dates and venues determined, the program calendar

was developed, and CEUs obtained for the benefit of the attendees. Though not yet confirmed, we applied to the IRS for designation as a tax exempt business league. Two of our Chapter members applied for and received CFDD National Scholarships to attend the CFDD National Conference in Portland, Oregon, in 2019. The Chapter, jointly with NACM Southwest, successfully held its first full-day seminar in November (again with tremendous support from CFDD National), with CFDD Chairman Brett Hanft, CBA, and Past-CFDD Chairman Ellen Wodiuk, CCE, ICCE, making presentations, as well as Dallas attorney Karen L. Hart. A silent auction was held during the seminar consisting of items donated by members and speakers, raising additional funds for the Chapter’s treasury. Our Board is currently hard at work to make CFDD Oklahoma’s second year better than the first, with plans for more amazing programs, networking, seminars and fundraisers to benefit our members. We are also encouraging and mentoring our members to apply for scholarships by the upcoming March 15 deadline.

Establishing a new Chapter was considerably easier than I’d thought, thanks to the support of CFDD National, our NACM Affiliate, and the volunteer efforts of our members. Is there an area near you that needs a new

CFDD Chapter? If so, reach out to me, and together with the support that I *know* will be there from CFDD National and other CFDD members, we will make it happen!

By the way, CFDD National is again showing its support for our new Chapter with the announcement that the 2020 CFDD National Conference will be held in Oklahoma City on Sept. 10-11, 2020. I can’t wait for CFDD Oklahoma’s members to meet the rest of you from the other Chapters!

Kelly Shock, CCE, CCRA, Area Director for Phoenix and Oklahoma Chapters, is a Credit Analyst at Continental Resources, Inc.



Dana Webster, CBA, CGA, CICP (L) Chris Birdwell (R)

Now Available on the CLC!

CREDIT LAW



- This course will teach you the legal concepts directly applicable to credit decisions and the extension of credit. Learn about the different corporate structures, commercial transactions such as establishing customer relationships and various payment methods, as well as laws and regulations which include the ECOA, antitrust, escheatment and more.
- Practicing expert attorneys join the discussion, bringing in real-time examples of the law in practice to help students immediately understand the impact of legal concepts presented on day-to-day credit decisions and responsibilities. Listen to the experts as they answer questions about the legal aspects of the credit application, security agreements, letters of credit and many other topics.
- Satisfies one of the two required CBF courses.
- \$599 which includes the course textbooks.

Visit the Credit Learning Center (CLC) at clc2.nacm.org or contact the NACM Education Department at education_info@nacm.org or 410-740-5560 to learn more.

Credit Learning Center

A SERVICE OF NACM AND FCIB



Michael Miller

Trade Ecosystems and Letters of Credit

Trade and payments involved in supply chains are changing around the world. According to the *2019 Digital Ecosystems in Trade Finance: Seeing Beyond the Technology* from Boston Consulting Group (BCG), which partnered with SWIFT and the International Chamber of Commerce, “Transactions continue to shift from documentary trade, typically involving letters of credit issued by banks, to open account trade.”

The trade ecosystem mentioned in the report is reviewed and challenged—can it survive in its current state and atmosphere due to a number of factors such as Brexit and the U.S.-China trade war. The BCG report defines the digital trade ecosystem as, “a digital platform that connects entities within the trade finance network and facilitates the flow of data between them,” with banks and large stakeholders investing heavily.

The cost of the trade transactions is high because of regulations and the lack of digital

options. “Trade finance remains a largely paper-based and laborious business,” states BCG, and this paper trail can consist of as many as 20 documents and 5,000 data field exchanges. The shift from documentary trade to open account transactions will continue to grow. BCG predicts open account trade will

the trade finance gap could increase. “We’re talking about \$1.5 trillion, and we believe this gap will stay at that level—it might even increase, slightly, because of the trend of trading on open accounts,” Dr. Kerstin Braun, president of trade finance solutions firm Stenn, told PYMNTS.



account for 60% of trade finance revenues by 2027, up from the current 45%. This is in part due to more trust among trade partners. As a result of the increase of open accounts,

However, documentary trade will still have its place in the world, especially for small- and medium-sized enterprises that require that extra level of risk mitigation. Among

New! at Credit Congress

Letters of Credit Pre-Conference Workshop

Sunday, June 14, 2020 • 8:00am–4:00pm • Caesars Palace Las Vegas

Frustrated by delays due to incorrect/discrepant documents being presented to banks for payment? If so, this LCs workshop is a MUST!

You will learn to:

- Identify the major causes of discrepancies when using letters of credit
- Understand 10 critical factors that you must manage/control to improve cash flow and profitability
- Improve your LCs skills and outcomes

Workshop leader:
Veteran international banker, **Chip Thomas**
General Manager, American Export Training Institute



**INVEST IN YOURSELF:
EARN AN NACM
PROFESSIONAL
DESIGNATION**



**CBA • CBF • CCRA
CCE • ICCE • CIGP**

the major pain points of trade finance for corporates was “highly paper-based, manual documentation” and “limited access to credit.” From the banks’ perspectives, “Know Your Customer” and other compliance requirements topped the pain point list.

Diving deeper into letters of credit (LCs), there are two major components of discrepancies that can arise. “A discrepancy is defined as anything that should be the same but is not,” said Richard “Chip” Thomas, CICP, general manager with the American Export Training Institute. Thomas will host a day-long session at Credit Congress in Las Vegas on Sunday, June 14 at Caesars Palace (additional fees apply). The seminar will focus on LCs and the singular issue of discrepancies.

There are simple discrepancies that are correctable—problems with the documents that the seller needs to present to banks. For example, an LC might say the invoice must have certain things but it doesn’t

wind up having those specific items. “The bill of lading—let’s say the date on the bill of lading had to be dated on or before the latest ship date but it wasn’t, it was dated five days after. That’s uncorrectable. For example, if the date to ship was Nov. 25, but it was shipped on Nov. 30, that becomes an uncorrectable discrepancy,” said Thomas. “When the complete set of documents are at the bank, that one document, the most important of all, says you shipped late. That can’t be corrected,” he added.

The bank then has to notify the bank working on behalf of the buyer. Yet, the real problem isn’t that the documents are wrong, but rather why was the shipment late? Who agreed to that ship date instead of a later time when goods could make the deadline? “The LC is the roadmap, and if the roadmap is defective, then the information that can be complied with it is a problem,” Thomas said.

There are a lot of hands involved in the shipment of goods—sales, the manufacturer, logistics, etc. “Sometimes it’s out of the

hands of the supplier of goods, and the mistake falls on the logistics team, who might think the bill of lading date is the date it’s on the aircraft, but the distributor didn’t know that and released the shipment from the loading dock late,” Thomas continued.

Among the major discrepancies that are uncorrectable are: exporters not shipping in a timely fashion, shipping on time but gathering the documents late and presenting them to the bank after the LC expires. It is important for sellers to develop a timeline to determine how much time is needed.

Thomas will also be leading a letters of credit webinar series for FCIB. The series will focus on the role of the bank, discrepancies and more. Check the NACM website for dates.

Michael Miller, NACM managing editor

Smart members are educated members. We want you to be the smartest person in the room.

Take advantage of the opportunity to finance your continuing education through an NACM scholarship.

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.

[Click here to access the Scholarship Application forms.](#)

INVEST IN YOURSELF!

****Important Note****

Two scholarship offerings are available annually: Spring (due **March 15**) and Summer (due **July 15**.) You may earn two scholarships in the same year. Limited to only one conference scholarship in any calendar year.



Christie Citranglo

Decision Fatigue: Combating the Overwhelming Nature of Choices

People make a total of about 35,000 decisions—in a single day. The process of decision-making has become a more natural, passive activity over time, with decisions like what socks to wear and how long to microwave leftovers barely fazing people as decisions. Decisions with grander consequences weigh more on individuals, from what car best fits a specific set of needs to how much credit a customer should be extended.

With so many decisions in one day, each choice begins to lay heavily on a person. Without realizing it, the overwhelming nature of these decisions contribute to a phenomenon known as “decision fatigue.” The breakout session “Understanding Decision Fatigue (and What to Do About It)” at the 2019 Western Credit Conference in Portland, Oregon, tackled this issue, breaking down what decision fatigue is, how it affects creditors in the workplace and how best to overcome it.

Speaker Erin Blair, founder of Phoenix Consulting, defined decision fatigue as making lower-quality, less thoughtful decisions after a long period of decision-making. This long period can refer to the end of the day, the end of the week or after making a series of particularly difficult choices.

“To know this is the time when your willpower is going to be at its lowest,” Blair said. “Practicing is really building self-awareness to what’s really going on.”

Blair said most people are freshest in the morning, allowing them to be able to make decisions more directly and clearly. The beginning of the day also signals the beginning of a day of decision-making, meaning less choices have had the chance to overwhelm someone. This also translates to the beginning of the week: Talking with customers and sitting down for meetings becomes a more pleasant and simple process when the week is new, the next several days open to infinite possibilities.

The notion of being most alert and the least fatigued in the beginning of the week works for most people—but it doesn’t work for everyone. Planning calls with a customer before a cup of coffee on a Monday morning may be exhausting for one person while being optimal for someone else. Blair emphasized the importance of self-awareness when it comes to decision fatigue: scheduling big decisions around a personal mental health calendar can create a better headspace in the office.

“If I wait until the next morning, we can make a much better decision,” Blair said. “Later in the day, we’re more reactionary and say, ‘What do you want?!’ without the smile.”

Checking in and “finding your anchor” can ease understanding of how each mind works. Taking a few extra seconds to ask, “Am I doing OK?” can drastically change the outlook of someone. Blair suggests asking this question when clinging to an anchor:

something that lives in a neutral space, completely removed from the decision itself.

For Blair, taking a few minutes to wash her hands gives her the time to check in. For others, this can mean leaving the desk to get a drink of water, going to the restroom, etc. An anchor, like decision fatigue, is different for every person.

In the final practice of self-awareness, Blair advises to step back from decisions entirely if decision fatigue begins to set in. Telling someone “I’ll get back to you” is not rude, rather, it makes for a more thoughtful, genuine decision.

“When we’re in those moments, it’s difficult to check in and practice self-care,” Blair said. “A new default could be saying ‘This looks like a hard decision. I’m going to postpone it.’ We can postpone a decision and say, ‘can I get back to you?’ if we’re feeling too fatigued.”

Christie Citranglo, NACM editorial associate

Note: The Board is developing a new education program for Chapters to use in their monthly meetings entitled, “Decision Fatigue.” Stay tuned for more details.

COMMITMENT Commitment to Excellence as a Credit Professional	FOCUS Focus on Your Personal and Professional Growth	DEDICATION Dedicate Time to Achieve Your Goals	DISCOVERY Discover Your Leadership Potential
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Meet Your National Board



DeLinda Goodman, CCE, Vice Chairman, Education, Programs and Chair-Elect, is the Accounts Receivable Supervisor for Rotex Global, LLC in Cincinnati, Ohio, and member of the Louisville Chapter. She is a finance professional with over 20 years of experience, mostly in the areas of credit and accounts receivable management. She is passionate about continuing education and learning, and she believes that part of her job as a manager is to coach and teach her team members new skills and give them opportunities to learn, in an attempt to further their own careers.



Val Hardesty, CCE, CICP, Immediate Past Chairman, is the Director of Credit at Elevate Textiles, Inc. in Mount Holly, North Carolina. She has been with Elevate Textiles, Inc. since May 2012, and she leads a team of nine credit and collections analysts, whose portfolios consist of both domestic and international accounts. Val has been a member of the CFDD Charlotte Chapter for more than 10 years, serving in various roles including President. She has also served as the Membership Chair. Val is a graduate of UNC-Charlotte. She earned the CICP designation in 2011 and earned her CCE in 2017. Outside of work, Val is married with two teenage boys who keep her very busy with Boy Scouts, baseball and piano lessons.

What would you say to a new CFDD member?



Julie Gieber, CBA

“Write down one thing you can share with your group and bring it back. Get involved right away and sign up for some of the various functions CFDD offers. Put desire to be a part of things.”



Alaina Worden

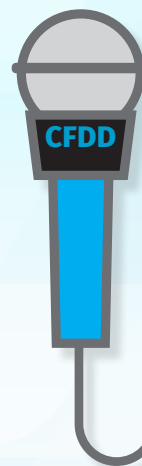
“Networking is so, so vital to your success. At the first few meetings, do click with one person and see if you get comfortable. See if you can leech onto the network that CFDD has because somebody who has been there a little bit longer is going to mingle more and talk with you more. Use that person as your mentor, but at some point, you also need to branch out on your own.”

How do you invest in yourself?



Loudres Rice

“I read a lot. I’m the type of person who wakes up, turns on my phone and thinks, ‘What’s Wall Street doing right now?’ I also think that getting to know your customer is crucial.”



**CREDITOR
ON THE
STREET**

Christie Citrangelo, NACM editorial associate, asked members of CFDD about their involvement with the organization—“man-on-the-street” style.

CFDD AT CREDIT CONGRESS

REGISTER NOW

NACM Members: \$989
Non-Members: \$1149
Service Providers: 1499
Team of 5 or more registering
on same day: \$889



HOTEL

Caesars Palace Las Vegas, Nevada
\$185 a night - single/double
occupancy room, plus discounted
resort fee and applicable taxes.
[Click here.](#) Identify yourself as
2020 annual Credit Congress to
secure the conference rate.



The following sessions will be presented by CFDD members at Credit Congress. Be sure to support our members by attending.

29027/29037. Are you Confident You've Made a Sound Credit Decision? Parts 1 and 2

Speaker: Brett Hanft, CBA, American International Forest Products, LLC

This program dives deep into a case study and unravels significant financial concerns that don't appear to be obvious from the onset of establishing open account terms. We'll discuss having all the necessary credit file documentation to support your initial credit decision—then weave our way through the challenges of how to effectively manage a customer relationship, despite seriously impactful financial information that puts the strength, stability and solvency of the customer's business into question. This eye-opening session will make you pause and question whether your credit policies require you to gather ALL the information you need to make a sound and confident credit decision.

29057. Credit as a Value-Add Open Forum

Moderator: Wendy Mode, CCE, CICP, ROMCO, Inc.

Join this open-peer exchange as we discuss how the credit department adds value to your company. Delegates are encouraged to participate by posing questions, adding insights, sharing experiences and proposing solutions. A moderator and panel members will help keep the conversation flowing and productive to maximize on the time available.

29067. Building Strong Departments from the Ground Up

Speakers: Ellen Wodiuk, CCE, ICCE, Law Offices of Mark A. Kirkorsky, P.C. and Marlene Groh, CCE, ICCE, Carrier Enterprise LLC

This session focuses on building strong departments by building your team first and then adding in the mission and goals of the team sprinkling in process improvements along the way. Make it fun, develop new leaders and acknowledge success. This presentation hits all the key notes to building a strong team that works together to create a successful credit department that performs at peak levels. Go beyond your company's expectations and shine!

29087. Revenue Recognition

Speaker: Ed Bell, DBA, CBA, ICCE, W.W. Grainger, Inc.

Getting a complete picture of your organization's revenue has never been easy. Changing regulatory requirements to the new revenue recognition standards, and over reliance on old, outdated processes, can make the management of revenue recognition cumbersome. The prior revenue recognition standard was rules-based and industry specific, while the new revenue recognition standard is principles-based across all industries. The Financial Accounting Standards Board (FASB) in conjunction with the International Accounting Standards Board (IASB) put forth the International Financial Reporting Standards (IFRS) and developed the new revenue recognition standards. This session will explain how these new standards will impact your organization.

CFDD Luncheon on June 16!

NACM NATIONAL
ASSOCIATION
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MANAGEMENT
Driving results

Chapter News



Louisville

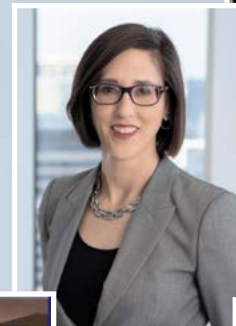
High Radius hosted the Louisville Chapter's January meeting with a discussion on, "Artificial Intelligence in the Collections World." During the meeting, the new Board was installed: Kristine Burden as President; Tara Pease, CBF, CIBC, and Mandy Turner, CBA, as co-VPs; Ale Saavedra as Secretary; and Kim Douglas as Treasurer. Ken Varon, CCE, DeLinda Goodman, CCE, Kim Brendle, CBF, CIBC, and Past President Lynn Kendrick, CBA, were all installed as Board Members.

Louisville held its 17th annual chili supper fundraiser on February 29th, Leap Day! A new location was chosen for the fundraiser as more space was needed. It was right on the runway at Bowman Field. The kids especially loved watching the planes take off and land.



CFDD Oklahoma

"Three Great Speakers. One Great Day." This is how the new CFDD Oklahoma Chapter advertised its first full-day educational seminar in November, and wow, was it ever a great day! A total of 26 CFDD and NACM Southwest members attended the seminar, which included presentations by Karen L. Hart, Esq. (Cannabis Law), Brett M. Hanft, CBA (Just When You Think You've Made a Confident Credit Decision) and Ellen Wodiuk, CCE, ICCE (Credit Is Not Profit Sucking Overhead!). Co-sponsored by NACM Southwest, Katie Sartin, CGA, introduced Karen Hart, and Dana Webster, CBA, CGA, CIBC, assisted Ellen with drawings for several books she generously gave away during her presentation. Included in the day's education was a delicious lunch and afternoon cookie break served by Packard's restaurant, which generously provided the venue. A fundraising Silent Auction and raffle drawing was held for items donated by our speakers, NACM Southwest and several CFDD Oklahoma members, generating funds for local scholarships for future use by CFDD Oklahoma members. A big thanks to everyone who participated, especially our CFDD current National Chairman Brett, and CFDD past-National Chairman Ellen, and CFDD Wichita members Chris Birdwell and Natalie Hawn, who drove 2½ hours each way to support CFDD Oklahoma!



Chapter News

CFDD Seattle

The CFDD Seattle Chapter celebrated the holidays during the end of 2019 with an ugly sweater contest. Deanna Craft, CBA, took first place; Kelly Simon, CCE, and her husband, Ben, took second place; and Jeremy Keenan, CCE, CICP, took third place. They also rang in the holidays with a silent auction and a potluck to raise money for the Scholarship Foundation. During the month of February, Jon Flora of NACM hosted a session about what members can expect this year.



CFDD Wichita

The CFDD Wichita Chapter welcomed Natalie Hawn as its new president for 2020 as Chris Birdwell's term came to a close. The new Vice Chair is Lisa Burns, CBF, Sela Rizo is the Secretary and Jennifer Maina, CBA, CICP, is the Treasurer. The Chapter also celebrated the retirement of Jim Meyers on Jan. 7. The Chapter is looking to move forward with new perspectives and a fresh board that will keep the spirit of CFDD Wichita fierce.



Certificates of Excellence Awards

Pictured are Jennifer Mania (Treasurer), Greg Hanlon (Interactive Committee Chair), Lisa Burns (Secretary), Shelly Hart (Education Chair), Cindy Overeem (Publicity Chair), Mike Githens and Natalie Hawn (Co-Chairs Membership).

Chris Birdwell was recognized with a gavel of his own for being President of Wichita Chapter.



CFDD LOGO ITEMS

Looking for a gift or award for a special CFDD member. Go to the CFDD homepage and click on Logo Items.



Recent Chapter Program Topics

Elevating the Credit Profession Through Knowledge

Title	Program	Speaker	Chapter
Economic Update for 2020	What will 2020 bring?	Economist	Kansas City
What Next? Your Career Journey	The median tenure for workers ages 25 to 34 is 3.2 years and for employees ages 55 and over is 8.7 years. Ways credit professionals can build their network, find new opportunities and be more successful in their current positions.	Chapter member	Minneapolis/St. Paul
2020 Economic Outlook	The state of the national economy, policy developments (monetary, fiscal, trade, etc.) and the economic outlook for Oklahoma and Oklahoma City.	Economist	Oklahoma
Understanding the Cues, Codes, Conduct and Communication Style of Our Diverse World	<ul style="list-style-type: none"> • Culture: How we see our world • Spaghetti or Waffle—High Context or Low: John Wayne or Charles Plumb—Relationships • The issue of time • Pardon me, but your non-verbal cues are showing • The sin of stereotyping 	Financial advisor	Oklahoma
Learn How to Survive	Safety training on the “Run, Hide, Fight” protocol, developed by law endorsement groups, will help educate and safeguard employees if they ever find themselves in an active shooter scenario.	HR manager	Phoenix
Revenue Recognition Standards	New revenue recognition standards from the FASB including GAAP in conjunction with the International Accounting Standards Board (IASB) and the International Financial Reporting Standards (IFRS).	Chapter member	Phoenix
Technology and Artificial Intelligence’s Impact on Credit Management	Discussion on technology and disruption in the credit management space including FinTech and the impact of artificial intelligence and machine learning in credit and collections.	Credit insurance advisor	Portland
Credit Is Not a Profit-Sucking Overhead	The value of working on your craft. <ul style="list-style-type: none"> • Who you are • How you build your team • Credit department mission • ABL: always be learning • Going beyond the expectations of your firm • Making your department a valuable asset 	Chapter member	Portland
UCC-1 Financing Statements and Securing Transactions	<ul style="list-style-type: none"> • Terminology • Creation of a Security Interest • Scope of the Security Interest • Perfection of the Security Agreement • Priority • Default • Curveballs 	Attorney	Raleigh/Durham
Small Claims in Kansas	<ul style="list-style-type: none"> • Naming the defendant • Filing your case • What’s next? • Here comes the judge, here comes the judge 	Chapter member	Wichita
Office Ergonomics Best Practices for the New Year	How to perform an assessment of your workstation including desk, chair and input devices. Current ergonomic topics including sit to stand workstations and recommendations for adjusting your workstation.	Physical therapist	Wichita

DATES TO REMEMBER

Mar. 9	Nationwide Certification Exam Date for the CBA, CBF and CCE
Mar. 11	Webinar: Georgia Materialman's Liens: How to deal with lien waivers
Mar. 12	Webinar: LC Series—Roles and Responsibilities of Banks in the Payment Process
Mar. 15	CFDD Scholarship Application Deadline
Mar. 15	CFDD National Award Nomination Deadline
Mar. 30	Webinar: Making Stress Your BFF
Mar. 31	Election of Chapter Officers Completed for Chapters on Fiscal Year
Mar. 31	Annual Chapter Scholarship Contribution Deadline
Apr. 1	National CFDD Board of Directors Application Deadline
Apr. 1	Contributions to May/June Newsletter Deadline
Apr. 9	Webinar: LC Series—Letter of Credit Documentation: How to Avoid Discrepancies
Apr. 10	Quarterly Membership Reports Deadline
Apr. 15	Chapter Leadership Reports Deadline
Apr. 15	Annual Statistical Reports Deadline
Apr. 15	Webinar: Mindfulness Is The Mental Gym
Apr. 17	Application Deadline for June 14 Professional Designation Exams Given at Credit Congress
May 11-Aug. 9	International Credit & Risk Management Online Course
May 14	Webinar: LC Series—Choosing the Right Incoterms: Why They Matter and the Role They Play
May 22	Remarks for Annual Business Meeting at Credit Congress Deadline
May 29	Application Deadline for the CBA, CBF and CCE Nationwide Exam on July 27
Jun. 1	Contributions to July/August Newsletter Deadline
Jun. 13-17	Business Credit Principles Class Held at Credit Congress
Jun. 13-17	Financial Statement Analysis 2: Credit and Risk Assessment Class Held at Credit Congress
Jun. 14-17	124th Annual Credit Congress & Expo, Las Vegas, NV
Jun. 14	Certification Exam Date for CBA, CBF and CCE Held at Credit Congress
Jun. 16	CFDD Annual Awards Luncheon
Jul. 10	Quarterly Membership Reports Deadline
Jul. 10	Early Bird Registration for CFDD National Conference Deadline
Jul. 15	Chapter Leadership Reports Deadline
Jul. 15	CFDD Summer Scholarship Application Deadline
Jul. 27	Nationwide Certification Exam Date for the CBA, CBF and CCE
Aug. 1	Contributions to September/October Newsletter Deadline
Aug. 3	Donations to Silent Auction Deadline
Aug. 14	Area Director Presentation for CFDD Annual Business Meeting Deadline
Aug. 31-Nov. 29	International Credit & Risk Management Online Course
Sep. 10-11	CFDD National Conference in Oklahoma City

Contribute to a Nationwide Credit Survey! The Credit Managers' Index

As a credit manager, your knowledge and expertise can be part of a forecasting tool that is recognized by news outlets such as *Bloomberg*, ABL Advisor and Seeking Alpha.

It only takes a minute or two—just indicate if something is better, the same or worse than the month before.

- Earn 0.1 roadmap points each month
- Receive email alerts when survey opens
- All responses confidential

SURVEY OPENS	SURVEY CLOSSES
Mon., March 16	Fri., March 20
Mon., April 13	Fri., April 17
Mon., May 11	Fri., May 15

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



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.