



Credit and Financial Development Division **NEWSLETTER**

The Official Publication of the NACM Credit and Financial Development Division

May 2012

Letter from...

Wendy Bartlett, CCE
CFDD National Chairman



It is hard to believe that a year has come and gone so soon. It seems like just last week we were preparing for Nashville. This has been an incredible year and there are many members to thank for all our success.

Sheila Roames, CCE and Lynn Kendrick, CBA were terrific teammates this year. Marlene Groh, CCE, CICP and Mary Moore, CBA were always available. The NACM staff worked hard as usual to provide CFDD with an awesome newsletter, conference support, membership assistance and overall backing.

We are still being impacted by an economic downturn and while that has affected some travel and expenses, it is important to continue to be active and participate in your CFDD Chapter. Step up and serve on your local board. They need you!

It has been a true honor to serve as this year's National Chairman. I look forward to the upcoming leadership and serving as a mentor in the years to come. Continue to "Plant Your Seeds of Success" and watch your development grow.

I look forward to seeing you at Credit Congress in Texas. Best wishes and safe travels.

Letter from...

Lynn Kendrick, CBA
CFDD National Vice Chairman
Member Services and Publicity



WOW! Can you believe that Credit Congress is just around the corner? It seems like it was just last month we were in Nashville attending the 2011 Credit Congress and now, in a few short weeks, we will be in Grapevine, Texas for this year's Credit Congress.

I wanted to remind everyone that you still have a little time left in our National Membership Drive. It does not end until June 30, so please keep recruiting those new members. By the end of April, we had gained 58 new members. Great job!

This has been a very successful year. I know we have accomplished Chairman Bartlett's theme of "Plant the Seeds of Success." We started our new membership campaign and have gained many new members. We have continued to move forward on our Professional Development programs and we were successful in raising money for our National Scholarship fund. I would like to thank each and every one of you for letting me be a part of this great organization by serving on your National Board. I look forward to the coming year for CFDD.

I hope to see you at Credit Congress in June and at the CFDD National Conference in Seattle in September.

Thank you!

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Chapter News

CFDD Birmingham

Kiyrá Gallups, credit manager of Builders First Source entered a jingle for D&B's contest to win a free registration to Credit Congress. Even though she did not win the grand prize, she did receive a small cash prize. Kiyrá will be flown to Knoxville, along with other D&B winners, for a celebration dinner and video recording of her jingle for Credit Congress. Great fun for Kiyrá!

Six scholarships will be awarded to qualifying Birmingham chapter members totaling approximately \$2,300.00.

A warm welcome to Michael Jones, new affiliate manager for NACM Southern Group-Birmingham.

CFDD Kansas City

The Kansas City chapter has gained six new members since January:

- Stacy Myers, CBA, Bluescope Buildings NA
- Sara Prochelo, Bartlett Grain Company, LP
- Ron Brooks, O'Connor Company, Inc.
- Cheryle Miron, Coffeyville Resources, LLC
- Joni Page, Dairy Farmers of America, Inc.
- Diana Rhoads, Bartlett Grain Company, LP

The Kansas City chapter past presidents donated a Kindle Fire for a drawing to support the chapter's 2012 budget.

The Kansas City chapter has announced its 2012-2013 officers:

President: Nadine Whitehead, CCE, CARQUEST Auto Parts
Vice President-Programs & Membership: Joe San Nicolas,
Multi Service Corp.

Treasurer: Shawn Ismert, CBA, Sioux Chief Manufacturing
Company, Inc.

Assistant Treasurer: Marsha Niccoli, Brown-Strauss Steel

Recording Secretary: Richard Reed, West Plains Company

Immediate Past President: Eric Lerdahl, SPX Cooling Technologies

Members-At-Large: Kynan Marshall, CBF, W.W. Grainger, Inc. and
Jill Tamborini, CBA, Fujifilm North America Corp.

CFDD Louisville

On April 19, 2012 the Louisville chapter welcomed Connie Cheak, CBF as their guest of honor. Connie retired from her position as president of NACM South Central on April 30. The chapter presented Connie with a gift certificate and cake to celebrate this career milestone. Stories of the early years with the chapter's past president, Lois Romer, CCE, were also shared.

Many Louisville members enlisted Connie's help in launching their careers in credit. She encouraged them to obtain Roadmap Points and inspired them to obtain their certifications. Connie's dedication to NACM and her 37 years of service is exceptional.

CFDD Omaha/Lincoln

Sharon Foster, Past National Chairman, would like to express her appreciation to everyone who helped her meet the fundraising goal for her lung fund. She has been accepted as a candidate for treatment at the Cleveland Clinic. After the operation and recovery period, she looks forward to joining us again at a National Conference.

The Omaha/Lincoln membership campaign in conjunction with NACM Midwest-Omaha has been successful. By joining NACM, a new member also receives a complimentary CFDD membership for one year.

This summer, CFDD Omaha/Lincoln will again be teaming up with NACM Midwest-Omaha for a fun outing at a baseball game with tailgating and fireworks.

CFDD Phoenix

CFDD Phoenix has been hot in 2012! The list of excellent topics for the monthly meetings have included Sales and Credit Customer Visits and Antitrust to name a few.

The Phoenix membership drive is called "Our Membership Drive... 'IS IT ALIVE?'" The membership chair and committee have been working very hard on developing this drive, and since it began, has added two new members.

Phoenix members have also been working very hard on their designations. Four members passed their CCE designation exam in March.

(continued on page 3)



Save the Date!

Please join us in the Emerald City for the
2012 CFDD National Conference

September 19–21, 2012 • Seattle Airport Marriott

Chapter News (continued)

CFDD Portland

At the Portland chapter May monthly meeting, the following members were installed to their new positions on the Board of Directors:

President: Tawnya Marsh, CBA, Columbia River Knife & Tool

Vice-President: Jeffrey O'Banion, CCE, ICCE, Northwest Natural Gas Co.

Secretary: Lori Buckelew, Eagle Foundry Co.

Treasurer: Jackie Maze, Cadet Manufacturing Co.

One-Year Director: Rita Peters, Matheson Gas

One-Year Director: Traci Drew, TEC Equipment, Inc.

Two-Year Director: Debora Diamond-Burt, CBA, Schnitzer Steel Industries, Inc.

Two-Year Director: Kathleen Victoria, Kyocera Industrial Ceramics

President Marsh's theme for the year, "It Takes Just One," reminds every CFDD member that one introduction, one smile, one handshake, one scholarship, one conference or one education class is all it takes to begin a journey that provides personal and professional growth as a credit professional through involvement in CFDD.

Portland's June monthly education meeting will be a fun credit-oriented twist on the classic *\$100,000 Pyramid* game show. Jeffrey O'Banion, CCE, ICCE, past CFDD National Chairman, and Charlene Gothard, CFDD National Area Director, will serve as the moderators/hosts for this fun and educational program!

CFDD Portland will be working closely with CFDD-Salem/Albany to develop program topics and speakers for monthly programs,

helping to promote attendance at meetings for both chapters. They are looking forward to a great summer in the Pacific Northwest!

CFDD San Diego

The San Diego chapter added five new members in 2012, bringing their total membership to 33:

- Andy Bartotto, Supreme Oil Co.
- Tracy Cox, Hawthorne Machinery Co.
- Janie Dravk, LMA North America, Inc.
- Lisa Mair, CBA, Arizona Tile, LLC
- Marcela Rolon, RCP Block & Brick, Inc.

The San Diego chapter was able to raise almost \$2,200 from two seminars in conjunction with the Pacific Southwest Credit Association, as well as another \$523 from a basket raffle for its scholarship program.

CFDD Tacoma

This year, the Tacoma chapter awarded 26 various scholarships totaling \$1,795.

CFDD Wichita

Stephanie Gibbens and Becky Oden are beginning their Basic Accounting CAP classes through NACM Kansas City and are heading toward their CBA designation. They would like to thank President Roger Nice, CCE, ICCE for encouraging them to pursue education through CFDD.



The Annual CFDD Luncheon at the 2012 Credit Congress

Mark your calendars and plan to join us on Tuesday, June 12th for the annual CFDD Luncheon! During this always lively networking event, we will install our new leaders for 2012-2013, honor high-achieving chapters and recognize this year's award winners and scholarship recipients.

An additional fee of \$65 will be charged for each attendee at the CFDD Luncheon. For more information about the Luncheon and related CFDD networking and educational resources, please contact CFDD National at cfdd@nacm.org or call 410-740-5560.

The Vivian J. Barwell, CBF, CFDD Portland Chapter Service Award

In 2009, the CFDD Portland Board of Directors established an award that would honor the memory of Vivian J. Barwell, CBF by recognizing an individual for exceptional service, dedication and loyalty to CFDD. Vivian was a long-time devoted member, leader, mentor, teacher and friend to the Portland Chapter membership. Her involvement included service as CFDD Portland chapter president and NACM Oregon Board of Directors chairman. Vivian was also honored in 1982 with the chapter's Distinguished Member Award. Vivian's contributions to the credit profession had a profound and lasting influence on all who were acquainted with her, both personally and professionally. The "Viv" Award recognizes and honors her many contributions and lasting memory to the CFDD Portland Chapter.

We are honored to announce that Marilyn Rea, CCE is the 2012 recipient of the Vivian J. Barwell, CBF CFDD Portland Chapter Service Award.

Marilyn is a chapter past president and remains an extremely active member, especially in the critical areas of membership and mentoring. Her commitment and dedication to CFDD is undeniable with her tireless efforts to encourage and promote personal and professional growth opportunities to credit professionals.

As a mentor, Marilyn provides constant guidance and leadership to many CFDD members interested in certification as well as becoming active participants in CFDD. Not only has Marilyn been a valuable mentor to the Portland chapter, she has also mentored members of the CFDD Salem/Albany chapter in preparing for their certification exams. This level of dedication truly displays Marilyn's passion for the CFDD organization and the credit profession. Anyone who expresses interest in CFDD is provided with a helping hand, and all the assistance they need from this remarkable CFDD "ambassador."

The entire CFDD organization has benefited from Marilyn's passion for continuing education, professional growth and opportunities for members to achieve various levels of national certification. She has led the charge to teach numerous classes on the topic of certification requirements, how to complete the career roadmap and studies to complete certification exams.

Our new and prospective members receive Marilyn's time and attention to ensure they feel welcomed into CFDD. She encourages new members to network and become active participants in CFDD through attendance at our monthly educational meetings and committee

involvement. Marilyn always extends a warm welcome to our new members and strives to make sure they are seated with a seasoned member of CFDD Portland to facilitate and strengthen membership growth and retention.

Marilyn's introduction to credit began with her first job at JC Penney in the credit and layaway department. She moved on to become credit manager at Northwest Pump and Equipment in 1983. She attributes her involvement in the Petroleum Industry Trade Group and her attendance at NACM classes/seminars for providing the skills and knowledge that defined the company's credit policy and procedures during her 18-year tenure at Northwest Pump. Today, Marilyn has the critical task of serving as the controller at Pacific Architectural Wood Products.

Marilyn is a consummate credit professional. Her membership and participation in CFDD is a significant asset to our organization. She earned her CBA and CBF designations in 2004, and proudly achieved her CCE designation in 2009. Marilyn was recognized as the NACM Oregon CBF designee of the year in 2007, the CFDD Portland Chapter Distinguished Member Award recipient in 2008 and was honored with the CFDD National Distinguished Member Award Recipient in 2011. These awards and accomplishments, combined with her 30-year credit career, recognize and confirm Marilyn's commitment to professional excellence.

The "Viv" Award recognizes members of our organization who exemplify Vivian's passion and unparalleled contributions that benefit and promote the credit profession through service, dedication and loyalty. Nominations are received by members of the chapter. I can think of no greater honor than to be nominated by members of your chapter and to be recognized for your individual service to CFDD.

Marilyn Rea, CCE epitomizes the same characteristics and values we remember and continue to admire in Vivian Barwell. She is a well-respected and integral part of our CFDD family. Marilyn is truly deserving of the "Viv" award, recognizing her impact and service to CFDD Portland.

Congratulations Marilyn!

By Brett Hanft, CBA, "Viv" selection committee chairman.

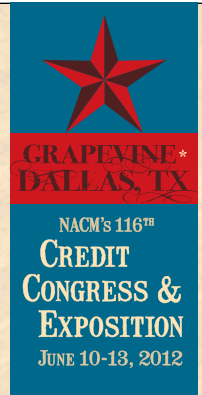
PROGRAM PICKS

CHAPTER	TOPICS	SPEAKER
Birmingham	Credit Boot Camp	Credit Professional
Kansas City	Sales and Use Tax Laws What to Do When Your Customer Files Bankruptcy	Attorney Attorney
Omaha/Lincoln	Bankruptcy Review and Case Studies How to Communicate Numbers Successfully	CFDD Members Professional Speaker
Portland	Oregon Economic Trends and Outlook for 2012	Economist
San Diego	Sales and Use Taxes Current Economic Conditions Dealing with Government Entities and New Privacy Laws	
Tacoma	Unclaimed Property and Our Responsibilities Economic Update of the South Puget Sound	WA Department of Revenue Representative Publishing Company Executive
Wichita	Credit Reports: How to Read Them and What They Are Really Telling You!	NACM Affiliate Staff Member

CFDD Meet and Greet at NACM's 116th Credit Congress

The Meet and Greet will be held at the **Texan Station Sports Bar** from 2:00–3:45pm on **Sunday, June 10, 2012.**

Look for the CFDD banner!



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.

AWARDS & ACHIEVEMENTS

CHAPTER	MEMBER	COMPANY	AWARD/ACHIEVEMENTS
Albuquerque	Cindy Hayes	NICOR/National Electric	CBA Designation
	Marie Hugaboom	Franks' Supply Co.	CBA Designation
Denver	Dana Webster, CBA	Custom Window Company, Inc.	CICP Designation
Kansas City	Kynan Marshall	W.W. Grainger, Inc.	CBF Designation
	Richard Reed	West Plains, LLC	Presidential Citation
	Maricela Sanchez	Fujifilm North America Corp.	2012 Distinguished New Member
	Paula Todd	Haldex Brake Products	2012 Credit Professional of the Year
Minneapolis/St. Paul	Melva Charlene Becker, CCE	Joseph T. Ryerson & Son, Inc.	CICP Designation
	Marcia Kaczmarek, CCE	Malt-O-Meal Co.	CICP Designation
	Mary Ella Smith, CCE	Grainger, Inc.	CICP Designation
Phoenix	Rosa Apodaca	Western States Petroleum	CCE Designation
	Ckayle Godby	Sigler Wholesale	CBA Designation
	Georgeann Weinhandl	Freeport-McMoRan Copper & Gold, Inc.	CCE Designation
	Ayrika Williams	The Sherwin-Williams Company	CCE Designation
	Ellen Wodiuk	Fort McDowell Yavapai Materials	CCE Designation

CFDD'S NATIONAL EDUCATIONAL PROGRAMS

CFDD Chapters may now order CFDD's National Programs free of charge! Program topics include:

- Credit Policies and Procedures
- Ethics—It's a Matter of Choice
- Financial Statement Analysis and Credit Scoring
- 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 a memo to National (cfdd@nacm.org) with contact information for all newly installed board members. We appreciate your help in this matter.

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 pens and mouse pads to portfolios and personal lunch bags, 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:

Portfolio (\$18)

Junior Padfolio (\$15)

Personal Lunch Bag (\$15)

Acrylic Desk Tray (\$10)

Cork Mouse Pad (\$10)

Stainless Steel Tumbler (\$10)

Brass Ball Point Pen (\$7)

Calculator (\$6)

Ball Point Pen (\$5)

Business Card Case (\$5)

Robotic Book Light (\$5)

Can Holder (\$2.50)

Luggage Grip (\$2.50)

Business Card Album (\$15)

Super Mini Umbrella (\$15)

