

Credit and Financial Development Division



NEWSLETTER

The Official Publication of the NACM Credit and Financial Development Division

June 2006

Letter From...

Jeffrey L. O'Banion, CCE, CICP
CFDD National Chairman



My fellow CFDD Members:

I never imagined (or hoped!) that when I joined the Portland Credit Women's Group in late 1981, that I would someday be its National Chairman. As I noted in my installation speech in Nashville, "I was proud to be a credit woman then, and I am extremely proud to be a CFDD member now."

Over the years I have continued to be amazed at what CFDD has to offer to its Members:

- Seminars on various credit topics held throughout the year
- Monthly educational meetings with experienced experts as discussion leaders
- Unique opportunities for networking with other credit professionals
- Mentoring programs with other credit professionals at all career levels
- Scholarship programs for a cross-section of educational/conference experiences
- Regional and national conferences

Your membership in CFDD is an Investment in Yourself. It provides a continuing pathway for you to reach your personal educational goals and achieve professional success. This investment enhances professional status while promoting educational, business contacts, networking opportunities and leadership development.

As I have learned over my many years of association with CFDD... *CFDD talks the talk and walks the walk!* Since 1925, CFDD has supported its members in their individual quests for professional development. Little did I know back some 25 years ago that a small investment in myself would provide so great a return to not only me,

but to my employers, as well. There is no better bang for the buck than CFDD!

A recent study by the Credit Research Foundation (CRF) entitled "Future Trends in Business Credit and Receivable Management" offered this insight by one of its survey respondents: "The Credit Manager of today will effectively disappear from the landscape, but from those shadows a broader and substantially more important role will emerge for those prepared."

That is certainly a scary and threatening scenario, but one perfectly suited for the vision and mission of CFDD. I urge each of you to take advantage of all that CFDD has to offer you as a Member to become better prepared for that future.

Please, make the commitment to Continue to Invest in Yourself. CFDD is here to help.

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NACM-CFDD Pacific Northwest Conference

September 20-23, 2006

Vancouver, BC



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Dayton, OH
Evansville, IN
Louisville, KY

Board of Directors 2006 - 2007

(Continued)

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Los Angeles, CA
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Kansas City, MO
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Chapters

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Portland, OR
Salem/Albany, OR

Seattle, WA
Tacoma, WA

CFDD Executive Committee 2006 - 2007

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Vice Chairman - Education & Program/Chairman Elect

Nancy Watson-Pistole, CCE

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NACM's 2006 Credit Congress

A Sweet Song of Success

Over 2,100 attendees gathered in Nashville to participate in NACM's annual Credit Congress, making this May's convention the highest attended since 2002. Attendees, from across North America and countries as far away as the Netherlands and China, raved about this year's educational sessions, general session speakers, networking opportunities and the chance to browse the many product and service offerings showcased in this year's Expo Hall.

The 2006 annual convention was held in the spacious Gaylord Opryland Resort, with an abundance of tree and flower-lined walkways and water trails. Attendees were provided a pleasant, climate-controlled environment in which to meet old friends, new acquaintances and learn more about the business credit profession. Attendees were also treated to inspiring keynote speakers who offered their valuable insights in improving our personal and professional lives, as well as informative and accomplished professionals who conducted a wide array of educational and industry day sessions.

As always, Credit Congress offered a multitude of other events and educational sessions that gave attendees abundant opportunities to learn more about the credit profession and network to develop new personal and professional friendships. Educational sessions ranged from beginning to advanced credit management, cash flow analysis, collections, relationship building, international credit management, Microsoft Excel and Crystal Report training and more. The sessions covered a vast array of topics and concepts relevant to advancing the business credit profession as well as the careers of the professionals in it. The session presenters were all accomplished in their fields and included such notable professionals as Wanda Borges, Esq., Bruce Nathan, Esq., Jim Fullerton, Esq., Dr. Alan Zimmerman, Dr. Charles Mulford, Craig Berlin, CCE and Susan Delloiacono, CCE. Comments from attendees were very positive about the knowledge imparted to them during these sessions, and feedback from many attendees indicated they were eager to take advantage of the educational and networking opportunities offered at this year's Credit Congress.

Attendees also had a chance to discover some of the latest products and services for credit professionals offered by the numerous vendors

in the Expo Hall. Attendees had the opportunity to speak to vendor personnel in a relaxed environment to learn how these products—in the areas of cash application, credit scoring, software technology and more—could increase their effectiveness, lower costs and increase cash flow.

This year's Silent Auction, designed to raise funds for the NACM Scholarship Foundation, was even more successful than last year. Combined with the golf tournament and a few other fundraising activities, about \$15,000 was raised. This money will be used to provide scholarships to next year's Credit Congress, for professional certification fees, GSCFM, teleconferences and other educational opportunities, as well as increasing the foundation's capital reserve. At this year's Credit Congress, NACM was honored to be able to award over \$10,000 from the newly established foundation. NACM is pleased over the fact that 100 percent of money raised for the foundation goes to either scholarship awards or building up the capital reserve with no funds being used for administrative expenses. Scholarship awards are a new benefit for NACM members!

Credit Congress ended Wednesday evening with plenty of food, refreshments and entertainment during a "Rockin' Roadhouse Closing Night Party." The Locash Cowboys performed their combination of Blues, Country & Western, and Rock numbers that got many participants up on the floor to unwind and bring the event to a fun and rollicking end.

We're looking forward to another great event in Las Vegas next year, scheduled from June 10-13. Watch for details on our website in the coming months.

CFDD Mission Statement

The mission of the NACM Credit and Financial Development Division shall be to promote active interest in the credit and financial profession, to develop and market educational programs that are vital to the development of the effective professional, and to be a viable force within the NACM network.

CFDD Vision Statement

To dynamically impact the National Association of Credit Management's global vision by being the leader in educational programming and direction, thereby setting industry standards for professional excellence.



CFDD Conference East

Charlotte, NC

October 19-21, 2006

For information contact: Marlene Groh, CBF
marlene.groh@usfood.com

2006 CFDD National Award Winners

Distinguished Member Achievement Award (DMA)

Debra Yount, CCE — Kansas City, MO
Adrienne Murphy, CCE — Los Angeles, CA
Michael Meyer, CCE — Evansville, IN

Marilynn Daugherty Spirit Award

Phyllis Truitt, CCE — Evansville

National Mentor Award

Dennis Thomassie, CCE — Dallas, TX

National Membership Awards

Class A — CFDD Portland
Class B — CFDD Louisville
Class C — CFDD Richmond

National Program Awards

Seminar

Class A — CFDD Minneapolis/St. Paul
Class B — CFDD Omaha/Lincoln

Regular Monthly Meeting

Class A — CFDD Kansas City
Class B — CFDD Phoenix
Class C — CFDD Dayton

National Publicity Award

Class A — CFDD Kansas City
Class B — CFDD Dallas/Fort Worth
Class C — CFDD Dayton

National Scholarship Awards

Certification Program Fees

Tom Clark, CBA — Louisville
Veronica Daniels — Norfolk
Sharon Doris — Kansas City
David Erickson, CCE — Portland
Delinda Goodman — Louisville
Christine Marchewka, CCE — Kansas City
Heidi McPherson, CBF — Denver
Kimberley Ragland — Louisville
Kim Shoenbachler — Louisville
Connie Thomas — Louisville
Donna Watson, CCE — Dayton
Nadine Whitehead, CCE — Kansas City

School Registration

Marilyn Beldon — Louisville

CD-ROM Courses

David Mok — Charlotte
Nancy Rieter — Evansville
Nancy Watson-Pistole, CCE — Kansas City

CFDD Regional Conference

Holly Brown, CCE — Dallas
Lori Clark, CCE — Kansas City
Nicole Emrich, CBA — Denver
Marlene Groh, CBF — Charlotte
Christine Guttridge, CCE — Denver
Brett Hanft, CBA — Portland
Lori Kimball, CBA — Salem/Albany
Heidi Lindgren-Boyce, CCE — Seattle
Michelle Massie, CBA — Dayton
Wanda McPhillips, CCE — Dayton
Michael Meyer, CCE — Evansville
Pamela Meyer, CBA — Minneapolis/St. Paul
Adrienne Murphy, CCE — Los Angeles
Kimberly Peake, CBA — Charlotte
Darlene Reinke, CCE — Minneapolis/St. Paul
Sheila Roames, CBF — Phoenix
Janis Rowe, CCE — Dallas
Delores Schroeder — Wichita
Janice Schweiger, CBA — Minneapolis/St. Paul
Susan Secuskie, CBA — Louisville
Connie Smialek, CBA — Denver
Jill Tamborini, CBA — Kansas City
Maxine Wood, CCE — Denver

NACM Credit Congress

Kevin Burke, CCE — Direct Member
Barbara Condit, CCE — Minneapolis/St. Paul
Angela Duncan, CCE — Knoxville
Pam Foreman, CCE — San Diego
Sharon Foster — Omaha/Lincoln
Larry Glenn, CBA — Kansas City
Shelley Hart, CBA — Wichita
Eunice Helgeson, CCE — Minneapolis/St. Paul
Nancy Hoffman, CBA — Denver
Shawn Ismert, CBA — Kansas City
Cynthia Jaeger, CBF — Tacoma
Connie Jarvis — Charlotte
Diane Kemp, CBA — Birmingham
Barbara Klosterman, CCE — Dayton
Mary Moore, CBA — Omaha/Lincoln
Jeffrey O'Banion, CCE, CICP — Portland
Judith Perttula, CBF — Minneapolis/St. Paul
Kelly Shock, CCE — Denver
Yolanda Smith, CBA — Albuquerque
Carolyn VanKrevelen, CBF — Minneapolis/St. Paul
Cindy Vekas, CCE — Minneapolis/St. Paul
Brenda Weaver, CCE — Birmingham
Dorman Wood, CCE — Denver
Debra Yount, CCE — Kansas City
Beverly Zimmer, CCE — Dayton