



# Credit and Financial Development Division NEWSLETTER

The Official Publication of the NACM Credit and Financial Development Division

February 2016

## Letter from...

**Kim Lancaster, CCE, CICP**  
**CFDD National Vice Chairman**  
**Education, Programs and**  
**Chairman Elect**



### Educational Minute

A funny thing happened to me on the way to becoming a rock star ... I found CFDD. And my life, although not as glamorous as a rock star, is still pretty good.

CFDD offered everything I personally was looking for back in 1993 and still does today:

- **Membership** in an organization where education is first and foremost
- A **gathering** of like-minded individuals, who are professional and well thought of in the credit and collection community
- A **networking group** where members can call each other for help and guidance
- A **team** that gets together to build members up
- The opportunity to have **one-on-one** chats with a mentor or mentee when challenges, changes and chaos get in the way of success
- A **FAMILY!**

As family members of CFDD, we want to encourage each other to be the best we can be each month at our chapter meetings. We need to offer our membership interesting and valuable educational sessions. We should provide speakers who are professional and present timely information. Of course, there are times when we struggle to get the type of educational programs needed for our membership, but there is something you can do and it is free!

The CFDD National website offers professional programs for chapters to use. These programs were created by your peers and can be taught by any member of your chapter, from beginners to longtime credit professionals. Many of us struggle to speak in public because we are unsure of our audience, so take advantage of these programs, which are a great teaching tool for public speaking. Not only can you stand up in front of your peers, but you can feel comfortable doing so. Also, there are CEU points for the program and certification points for you.

My challenge to each chapter is to choose a program offered on the website. Have a member or board member present the program; have each member commit to bringing one new person to the meeting, and let others see your passion for education.

Your educational growth is up to you. CFDD gives you and your chapter members everything you need to be successful. It's worked for me, and I know it can work for you. **Rock on!**

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### SAVE THE DATE

Mark your calendar now and plan to join us on Tuesday, June 14, for the Annual CFDD Luncheon at the 2016 Credit Congress. You can register for the luncheon when you fill out your Credit Congress [registration form](#).

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

# Dreaming with Open Eyes

## Two Successful Credit Professionals Celebrate 25 Years with CFDD

I recently read a modern paraphrase of a well-known T.E. Lawrence quote that states: "All dream, but not equally. Those who dream by night in the dusty recesses of their minds wake in the day to find that it was vanity, but the dreamers of the day are dangerous, for they may act their dream with open eyes, to make those dreams possible." I met two such open-eyed dreamers at a recent CFDD chapter function. This year, they both celebrated 25 years of membership with the Minneapolis-St. Paul Chapter of CFDD.

**Diane Crimmins, CBF, CGA** and **Lori Nissen, CCE** are great examples of the exceptional and successful credit professionals that attendees will encounter at our monthly CFDD meetings. Diane is the group manager for Forius/ NACM North Central. She does a great job coordinating a number of national industry credit groups for her NACM affiliate. Lori is credit manager for Scherer Bros. Lumber Co. and also serves on the Minneapolis-St. Paul board of directors. Because being a CFDD member for 25 years is a huge accomplishment, I took a chance and asked them if they would share some of their thoughts and memories about their 25 years in CFDD along with their personal experiences. Below is the result of those two Q&A sessions.



### **Bob: Do you remember why you originally joined CFDD?**

**Lori:** I was very green to credit and immediately took advantage of my industry group, which led to all kinds of connections. Lois Bell was the biggest influence at that time for me to become active in CFDD and work on my roadmap points and credentials, as well as attend educational events.

**Diane:** I wanted to go for CBA certification and felt that the education, the networking and knowledge would benefit my quest to better myself.

### **Bob: What are your earliest memories of a CFDD event?**

**Diane:** I attended my first meeting in downtown Minneapolis. I went with my boss, Marlis Nyhill. I saw a man at subsequent meetings, but there were only ladies at that first meeting I attended. I remember it was a very nice meeting room, and I was glad that I went.

**Lori:** My initial impression was that I was in over my head. The group of women (at that time, no men yet) were very professional and yet immediately made me comfortable with their warmth, knowledge, encouragement and support.

### **Bob: What are the major changes you have noticed in CFDD meetings from 25 years ago until now?**

**Lori:** First of all, there are men in our group! I thought the group 25 years ago was well run, yet a little unnerving for some newbies, a little bit more rigid if that is the correct term. CFDD continues to be a well-run group, yet not hung up on some meeting procedures.

**Diane:** Well, there are more men involved. Also the breadth and quality of education has changed. The focus is not only on credit, but also on professional topics and your personal development. This has been a great change.

### **Bob: Why do you still belong to CFDD?**

**Diane:** I still need education and can always learn new things. The networking is so helpful and even more now are the many friendships that I have with people in the group.

**Lori:** I belong because of the networking, the CEU [Continuing Education Unit] point opportunities, scholarships and the educational opportunities. Networking is the largest factor and this group does that better than many!

### **Bob: What advice would you give a new person entering the credit field today?**

**Lori:** It just so happens my daughter is entering the credit field, and I have told her that by far the one thing she should request first is participation in the NACM credentialing program, which will naturally extend to participation in CFDD and other small groups. Participate, participate, participate, network, network, network!

**Diane:** Find a mentor! Kaye Erbes, CBF, was my mentor and I remember how wonderful it was to have someone like Kaye to whom I could speak regarding day-to-day issues or what steps to take in a certain situation. Finding a mentor is key!

**Bob: What do you like to do in your downtime? Do you have any hobbies or other pursuits you would like to share?**

**Diane:** I love to spend time with my grandchild along with dancing, gardening and scrapbooking!

**Lori:** Downtime, what is that? I volunteer on a board of directors for a local credit union, work at my townhouse association clubhouse helping with activities and spend as much time as possible with my family and friends. I have one daughter and her family in Florida and two daughters locally. In addition, I have one still living with me in her junior year of college. I am an “up-north” girl, so I also make many trips up there to spend time with my father and other relatives.

As author of this article, I can attest that it has been an honor and a privilege to have personally known these two wonderful people for a number of years. Both Lori and Diane are great examples of stellar credit professionals who know what can be accomplished by those who truly dream with their eyes open. Former Secretary of State Colin Powell once remarked: “A dream doesn’t become reality through magic; it takes sweat, determination and hard work.” Lori and Diane have worked hard to achieve their dreams and accomplishments. They were also aware that they needed help from other credit professionals to be their best. One of the places they found this help was in CFDD.

Eleanor Roosevelt stated, “The future belongs to those who believe in the beauty of their dreams.” Diane and Lori have pursued their dreams and are a model and example for us all. They epitomize the open-eyed dreamers who do what it takes to make their goals, aspirations and dreams come true.

Please join me in congratulating these two wonderful people on their 25-year celebration with CFDD and to celebrate the many accomplishments they have made during those years. Harriet Tubman remarked, “Every great dream begins with a dreamer. Always remember, you have within you the strength, the patience and the passion to reach for the stars to change the world.” I hope that we, as credit professionals, can follow Diane and Lori’s example and become dreamers who dream with our eyes open and believe in the beauty of our dreams. Thank you, Diane and Lori for sharing your dreams, your accomplishments and your knowledge with your fellow members in CFDD. You are two remarkable people!

*Submitted by Bob Karau, CICP, Minneapolis-St. Paul Chapter member and Manager of Client Financial Services at Robins Kaplan LLP.*

### CFDD NATIONAL’S EDUCATIONAL PROGRAMS

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

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

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

### Reminder to All CFDD Chapters

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

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



*CFDD National is pleased to announce that the 2016 CFDD National Conference will be held in Louisville, Kentucky.*

Join us September 21–23 at the Seelback Hilton in Louisville for informative education sessions and productive, entertaining networking opportunities. Add us to your calendar today!

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### Call for Speaking Proposals due by March 4th

Anyone interested in speaking at the CFDD National Conference should submit the following information: presentation title, a brief description and session outline, an estimated session length, name and contact information and the level of the session

Submit proposals by March 4th to : Melanie Brohawn  
Proposals must be received by March 4th to be considered.

# RECOGNIZING EXCELLENCE WITHIN THE RANKS

## Don't Forget to Submit Your Applications for These Awards!

### The Distinguished Member Achievement (DMA) Award

The Distinguished Member Achievement (DMA) Award was established in 1988 to recognize outstanding individual achievement in the NACM Credit and Financial Development Division. The candidate must be a CFDD member for a minimum of five years and have held at least two offices including chairman of two different committees. This award is acknowledged during the CFDD luncheon at the NACM Credit Congress. *One entry per chapter.*

### Marilynn Daugherty Spirit Award

The Marilyn Daugherty Spirit Award is judged annually by the MDSA Selection Committee, but is only awarded when the committee feels an individual merits such an honor. Anyone can submit a candidate for this award. The candidate must be a CFDD member for a minimum of eight years and currently a member in good standing. The judges will focus on participation in and promotion of CFDD and the credit profession, candidate dedication, character and integrity. This award is acknowledged during the CFDD luncheon at the NACM Credit Congress. *One entry per chapter.*

### National Mentor Achievement Award

This award was established to recognize outstanding achievements by a CFDD member in the field of mentoring. The CFDD National Mentor Achievement Award is judged by the Mentor Award Committee, but is only awarded when the committee feels an individual merits such an honor. Any CFDD member or chapter may submit a candidate for this award. The candidate must be a CFDD member for a minimum of five years and must have completed the CFDD Mentor Training Program. A letter of recommendation from an individual or chapter and testimony(ies) of mentee(s) must be attached to the application, along with a biography of the candidate, including:

1. Their participation in and promotion of the credit profession and CFDD through the mentoring process;
2. The achievements of those mentored; and
3. Their dedication, character and integrity.

This award is acknowledged during the CFDD luncheon at the NACM Credit Congress. *One entry per chapter.*

### CFDD National Regular Program Award

In recognition of outstanding chapter programs, CFDD National presents one award in each membership-size classification in the category of Regular Monthly Meeting. Applications must be completed and signed by an authorized representative of the chapter. Awards are acknowledged during the CFDD luncheon at the NACM Credit Congress. *One entry per chapter.*

### CFDD National Special Program/Seminar Award

In recognition of outstanding chapter programs, CFDD National presents one award in each membership-size classification in the category of Special Seminar/Workshop. Applications must be completed and signed by an authorized representative of the chapter. Awards are acknowledged during the CFDD luncheon at the NACM Credit Congress. *One entry per chapter.*

### CFDD National Publicity Award

In recognition of outstanding chapter publicity, CFDD National presents one award in each membership-size classification. Applications must be completed and signed by an authorized representative of the chapter. Awards are acknowledged during the CFDD luncheon at the NACM Credit Congress. *One entry per chapter.*

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The annual event to recognize and honor excellence among CFDD members is rapidly approaching. All awards will be given at CFDD's 2016 Awards and Installation Luncheon on June 14, 2016 during the 120th Credit Congress in Las Vegas, Nevada.

Now is the time to complete applications for the members and chapters that best exemplify what makes CFDD a professional organization *par excellence*. All national award applications may be downloaded from the CFDD [website](#) as Microsoft Word documents. **Award applications must be submitted to CFDD via email by Tuesday, March 15, 2016.**

For more information, visit the Membership Resources section of the CFDD [website](#).

# What is Unclaimed Property?

Unclaimed property is intangible personal property that has gone unclaimed by its rightful owner after a specified period of time. *Escheatment* is the process of turning over that unclaimed or *presumed abandoned* property to a state authority. The owner of the property must take some action relative to the property within a state's specified time frame, known as the dormancy period (usually three to five years during which no action is taken by the true, or apparent, owner with respect to the property). Even though a credit executive updates the account periodically or sends payment for a credit balance to the rightful owner, none of these internal actions will toll the periods under an unclaimed property statute as they are not considered owner-generated actions. Also, escheatment laws vary by state and need to be consulted on a regular basis for any changes.

## EXAMPLES OF UNCLAIMED PROPERTY

Unclaimed property typically includes payroll, vendor expense, commissions and rebate checks. Businesses that require deposits, pre-payments or other transactions that create credits on accounts should be aware that all forms of advance money could be potential sources of unclaimed property. Additionally, uncashed money orders, traveler's checks, stored value cards, credit balances, membership fees, any unidentified deposits and any other obligations generated can be considered unclaimed property if the proceeds they represent are not claimed or cannot be properly traced. If a company has a high volume of transactions, it is likely that payments received will not be immediately matched to the correct account which can create a significant number of potential unclaimed property liabilities.

After a certain period of time, some companies tend to write off unreconciled/outstanding amounts. Since most states do not have a *de minimus* rule, all items regardless of amount are reportable. Anything written off by a company must be researched, appropriately reconciled and/or escheated. However, a company may adopt policies to efficiently and economically deal with the small amount item. Most states do not require due diligence and research for smaller dollar items. For most states, the dormancy period is three years. However, it should be noted that different types of property have different "dormancy periods."

If an amount has been reported to the state in the aggregate, the owner can get the money back from the state if the issuing company has remitted it (although it may be difficult for an owner to prove their claim if the state does not have a record of their name); the owner never loses the right when funds are transferred to any state. Because escheatment is generally a custodial law in nearly all states, the state merely substitutes for the company as the custodian of the funds.

## REPORTING TO THE STATES

The laws requiring the reporting and remitting of funds to the states are not voluntary. They create a duty to file an annual report, to perform due diligence and to send the money to the state. They also create a duty to protect the funds and to maintain copies of the report filed with the state for a minimum number of reporting years, usually 10.

There generally is no limit on how far back in time a state may require unclaimed property reporting. If the company doesn't file reports or if the reports don't appear complete, in many jurisdictions a state may examine back to the date of the company's incorporation or when the law was enacted.

Some states have a voluntary disclosure program where a company can contact the state about coming into compliance. Some states will incentivize companies to report by significantly reducing the look-back period, often by as much as half of the statutorily required time period.

However, actions on unclaimed property usually cannot be filed by a state if the state's specific statute of limitations has run its course. Once the unclaimed property holder files its report and the limitations period has ended, it usually is more difficult for the state to then bring an action to enforce the escheat of those funds.

### What to Report

Generally the report should include: (a) the owner's name and last known address; (b) a description of the property; (c) the date, if any, on which the property became payable (on a check it is the issue date), demandable or returnable; (d) the date of the last transaction with the apparent owner with respect to the property, if known; and (e) the amount of the item due (some states ask if any kind of deduction has been made) and whether a service charge or fee is associated with the property. Some states also ask for the Social Security number or Taxpayer Identification Number of the apparent owner of property if readily ascertainable.

The report should be submitted on the forms or software prescribed by each state. Many states require that these media be used when the number of items reported exceeds a particular number, usually 10 or more. There is also online reporting via web upload on the state's unclaimed property website.

*(continued)*

## Penalties for Failure to Report

States require holders of unclaimed property to file an annual report by a specific date, such as November 1. There are several types of penalties that can be imposed for failing to file an unclaimed property report or submitting the report late. First, a company can be fined on a *per diem* basis for each day the report is not filed beyond the state's statutory deadline. In most states, the *per diem* fine is \$100 per day. Second, the company can also be fined a percentage of the total amount of unclaimed property in its possession. Additionally, a company can be penalized for filing a fraudulent report, which either is a report that claims there is no unclaimed property in the company's possession when in fact the company does possess unclaimed property, or a report filed by a holder that knowingly understates the amount of unclaimed property in the holder's possession. If a company has simply not filed, or has filed a fraudulent report, the sums payable to the state can be quite significant, especially for smaller companies. Simply put, a corporation does not want to be found noncompliant.

## Due Diligence

Generally, a company is properly performing its due diligence if it:

1. Examines all its financial records closely to document and account for all potential unclaimed property.
2. Determines, or attempts to determine, the true or apparent owner of the property.
3. Uses internal resources *first* to attempt to identify the true or apparent owner of the property.
4. Verifies that the owner has not made any verbal or written contact with the financial institution concerning the property.
5. Attempts to contact true owner, or apparent owner, by first-class mail at the last known address.
6. Completes this identification process, typically in no more than 120 days before filing the report and no less than 60 days before filing the report.
7. Pays any true owners it correctly identifies and locates.

The due diligence provisions contained in the unclaimed property statutes require that if the value of the property is over a certain threshold (usually \$50, but sometimes as high as \$250), the company must make an effort to notify the owner prior to reporting to the state. The letter should inform the apparent owner that it has an unclaimed check, an unclaimed credit, deposit, account, shares or other interest that may belong to the apparent owner, and that the company is required to report it to the state if no response is received. Some states will assess a penalty if they find they have become a revolving door, meaning that a company has "dumped" the property without sending a mandated due diligence letter(s) to the owner.

In most states, when a report is filed, the funds are also submitted. Companies should keep any report filed to any state forever and should never rely on the states to have accurate records of a company's reporting.

## Audits by the States

Companies that fail to properly file annual reports may be subject to an audit. The state treasurer (or other agency head) formally demands the company file a report indicating whether or not it is in possession of any unclaimed property. Even if the report is timely filed, the state treasurer can at any time upon "reasonable" notice demand to inspect its records. If the records are not kept up to date, the company can expect to pay any and all costs of performing the audit.

The company should have copies of any prior reports and of well-documented policies and procedures. In the absence of records, auditors are permitted to use estimation techniques to determine a holder's liability. Not surprisingly, estimation techniques can result in large liability assessments.

(continued)

### CFDD NEWSLETTERS

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

Some audit triggers include:

*Recent merger/acquisition (M&A) activity.* The understanding is that if a company has been acquired by another, they probably haven't been filing reports—the acquiring company just bought the liability in most cases.

*Filing a negative report.* For those companies that file negative reports or fail to report at all, especially large corporations, they will likely be placed on the watch list. If a company has a large transient workforce, it is also a target.

*Industry type.* Car dealerships are a popular audit target as is the retail industry due to an increase in the use of gift cards.

*Excerpted from the NACM Manual of Credit and Commercial Laws, Volume I, General Business Law, Chapter 8, Escheatment Laws and Unclaimed Property. For the full text of this chapter or information on contracts, letters of credit, secured transactions, credit applications, negotiable instruments, bankruptcy, antitrust, SOX and many other relevant topics, please consult the Manual. The current edition of all four volumes of the Manual of Credit and Commercial Laws is available at the NACM Bookstore.*

## Chapter News

### CFDD Evansville

CFDD Evansville Chapter held a business communications workshop in December with 20 members attending. Proceeds from the workshop were used for chapter scholarships for members. The chapter currently has three members working on accreditation.

At the January meeting, CFDD Evansville Chapter installed its new officers for 2016. The chapter continues its commitment to education for its members and is working to provide quality speakers at its meetings.

## PROGRAM PICKS

### CHAPTER

### TOPICS

Arizona

Antitrust  
Bitcoin, Payment Innovations

Salem/Albany

Escheatment  
Top Performance Metrics for Credit & Finance Professionals  
International Business Credit  
Where Technology & Credit Unite

Attorney





**CFDD is a leader in providing scholarship opportunities for our members.**

**On the Chapter Level for 2014-2015 for the six chapters reporting:**

- 24 scholarships were awarded
- Scholarships totalled \$8,410

**On the National Level for 2014-2015 :**

- 54 scholarships were awarded
- Scholarships totalled \$24,350

**Combined Chapter and National Totals Since 1990:**

- More than 7,693 scholarships awarded
- Scholarships now total over \$1.7 million

**SCHOLARSHIP  
DEADLINE IS  
APPROACHING!**

Scholarships are offered in the following categories:

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

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

- Application must be typed or computer-generated
- Scholarships are valid for 12 months following the award date
- Applications must be signed by the member
- Deadline is Tuesday, March 15, 2016

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!**

CFDD remains committed to aiding credit professionals in their career development. Take advantage of the scholarships available to you. Let CFDD help you make 2016 a banner year for lifelong learning and leadership development.



IT IS THE LARGEST GATHERING OF BUSINESS CREDIT PROFESSIONALS IN THE COUNTRY—WHERE THE FOCUS IS ON EDUCATION, NETWORKING, AND GROWING THE UNITY AND INFLUENCE OF THE CREDIT COMMUNITY. YOU'LL BE INSPIRED BY THE BEST CREDIT EXPERTS IN THE COUNTRY. COME CELEBRATE ALL THIS AND MORE WITH US THIS COMING JUNE!



## NACM'S 120TH ANNUAL CREDIT CONGRESS & EXPO

JUNE 12-15, 2016

CAESARS PALACE • LAS VEGAS

### Hotel info:

Caesars Palace

### Special Conference Room Rate

**\$169 a night** - single/double occupancy room, plus applicable taxes (based on availability)

- 📞 Make reservations directly with the hotel at **866-227-5944**.
- 🌐 Visit the **Credit Congress Hotel [web page](#)** to access our special housing reservation link. Identify yourself as part of the **NACM Credit Congress** to secure the conference rate.

Attend the **CFDD Luncheon** on June 14!



## CREDIT CONGRESS HIGHLIGHTS FOR CFDD MEMBERS

### OPENING: GENERAL SESSION

Jeff Havens shares how to *Unleash Your Inner Tyrant!* on the path to better personal and professional communication and productivity.

### 25023. FORTIFYING YOUR CREDIT FOUNDATION: GETTING AHEAD OF THE NEXT SUPERSTORM

Hear tips, tools and best practices that credit managers can put in place now to maximize future collections.

### 25027. TAKING YOUR CREDIT DEPARTMENT INTERNATIONAL

Attend this discussion on payment transactions and products, foreign exchange risk, high-level collection processes and guarantees.

### 25031. STRAIGHT TALK: TRENDS AND DEVELOPMENTS IN TRADE CREDIT INSURANCE

Join a panel of credit insurers speaking about the impact of the tumultuous foreign currency exchange environment on global trade and emerging market trade.

### NETWORKING EVENTS:

- Golf Outing
- Grand Opening Reception
- Beer & Browse Reception
- CFDD Luncheon
- Conversation Uncorked
- Closing Night Party
- Expo Hall

### 25033. HOW TO MAKE A SUCCESSFUL CREDIT DECISION BASED ON LIMITED CREDIT INFORMATION

Learn how to use the D&B and NACM Trade Credit Reports and free online tools to gather information about a customer not normally provided to a trade creditor.

### 25036. CURRENT TRENDS ON WHAT TO DO WHEN YOUR CUSTOMER FILES BANKRUPTCY

Credit managers need to be aware of new strategies used by debtors such as when a debtor lists certain vendors as "potential creditors," it signals the debtor's attempt to use available rebates to pay 503(b)(9) claims.

### 25043. CREATING THE PERFECT CREDIT POLICY

A panel presents the benefits of a thoughtful and carefully-drafted credit policy, both within the enterprise and in dealings with customers.

### 25047. SHARE AND SHARE A LIKE: 29 TECH TOOLS TO CREATE COOL CONTENT FOR SOCIAL MEDIA

This action-packed session shares dozens of sites and apps that will help elevate the quality of a company's social media posts and other material.

### 25055. POWER OF CLOUD COMPUTING IN CREDIT MANAGEMENT

Industry leaders discuss the power of cloud computing and how companies can transform internal operations and gain a competitive advantage.

CFDD will host its **ANNUAL AWARDS AND OFFICER INSTALLATION LUNCHEON** at Credit Congress on Tuesday, June 14. Be sure to sign up for this event when you register.

# CHECK OUT NACM'S LINEUP OF PROGRAMS AND EVENTS

- Mar 7 **NACM Webinar:** Creating an Advantageous Partnership for Both Credit and Sales
- Mar 9 **NACM Webinar:** Credit Applications—Getting It Right from the Start so You Can Get Paid!
- Mar 10 **FCIB Webinar:** Credit Policy
- Mar 14 **NACM Webinar:** Legal Options for Dealing with Delinquent Customers
- Mar 15 **FCIB Webinar:** The Legal and Credit Perspectives of Doing Business in Argentina, Brazil and Chile
- Mar 17 **FCIB Webinar:** Export Compliance & Regulations – Module 1
- Mar 22 **FCIB Webinar:** Export Compliance & Regulations – Module 2
- Mar 23 **NACM Webinar:** The Importance of Generating Cash Flow
- Mar 24 **FCIB Webinar:** Know Your Customer
- Mar 30 **FCIB Webinar:** Change Management and Its Effects on the Credit Manager
- April 4 **NACM Teleconference:** Mind Your Ts and Cs
- Apr 11 **NACM Webinar:** How to Effectively Manage Teams from a Distance
- Apr 14 **FCIB Webinar:** Financial Information to Assist International Credit Decisions
- Apr 19 **FCIB Webinar:** Export Compliance & Regulations – Module 3
- Apr 21 **FCIB Webinar:** Doing Business in Canada
- Apr 27 **NACM Webinar:** Fraudulent Transfers—Understanding the Players, Tracing Assets and Getting Paid
- Apr 28 **FCIB Webinar:** Assessing International Risk

## Monthly Credit Survey

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

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

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

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

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

### Upcoming Survey Dates

CMI Timeline	Survey Opens	Survey Closes
March	Mon, March 14	Fri, March 18
April	Mon, April 18	Fri, April 22
May	Mon, May 16	Fri, May 20

## CFDD MISSION STATEMENT

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

## CFDD VISION STATEMENT

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

# CFDD Logo Items



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

## CFDD logo items currently available:

- Acrylic Desk Tray (\$10)
- Aluminum Card Case (\$8)
- Business Card Album (\$15)
- Can Holder (\$2)
- Cork Mouse Pad (\$5)
- Flashlight (\$15)
- Luggage Grip (\$2)
- Mesh Bag (\$10)
- Robotic Book Light (\$5)
- Stylus Twist Metal Pen (\$10)

