

NEWS LETTER

The Official Publication of the NACM Credit and Financial Development Division

March/April 2018

Credit Conferences Are Invaluable for Professional Development and Growth

As you read this edition of the CFDD National newsletter, I hope you are finally seeing signs of spring! This season always brings new buds, blossoms and growth to flowers, shrubs and trees. It's often referred to as a "time for renewal." I'd like to use this same analogy to segue into a discussion of how spring can be compared to our careers as credit professionals. This is the time of year when opportunities arise for continued growth and development by anticipating planning and confirming your attendance at the upcoming NACM Credit Congress, CFDD National Conference or NACM Regional Conferences.

It's difficult to express the enormous benefit received from attending any of the local, regional and national credit conferences that are held each year. As credit professionals, when we can attend a conference "in person," we have the rare opportunity to attend multiple educational sessions that provide relevant, timely and useful credit information. Speakers and presenters of educational programs are engaging, entertaining and dynamic.

I have found that this credit education adds tremendous value to the position I hold as credit and risk manager with my employer. I maintain relevance and build confidence in my abilities to excel as a credit professional, especially as laws, processes and technology continues to change at an increasing pace.

In addition to the educational offerings available at a credit conference, I relish the opportunity to network with other credit professionals from across the country. These networking sessions are with colleagues, peers, mentors, instructors, leaders and friends. Work

schedules and lives are so busy, I rarely have the time or opportunity to reach out and network with NACM and CFDD members from the office, unless it's to ask a quick question in an effort to resolve an issue so I can move on to the next pending credit decision.

Your CFDD National Board has been diligent this past year in reworking and revamping the entire CFDD National Scholarship program, making additional financing available for YOU as a CFDD member. As a result, you have more financial assistance at your fingertips than has ever been offered before. I hope you will check out the new scholarship application forms and find the one that best suits your level and tenure of CFDD membership. Take the time to complete and submit a CFDD National Scholarship application, which can provide financial assistance and open doors and opportunities for you to attend at least ONE credit conference during each year.

Inquire about securing the time and budget dollars necessary to ensure your attendance at an upcoming conference. Can you combine attendance at a conference with customer visits or an industry group meeting? If you receive a scholarship, will your employer allow you time out of the office and reimbursement for your remaining expenses? I spent many years investing in myself as a credit professional by paying "out of pocket" for every dollar I did not earn or receive in the form of a scholarship. Show your employer you are dedicated to your personal and professional growth as a credit professional to help earn the budget dollars that can support your attendance at a credit conference.



Brett Hanft, CBA
CFDD National Vice Chairman
Member Services & Publicity

The reward you receive from this "hands on" experience will benefit you for many years to come.

NACM's 122ND
CREDIT CONGRESS AND EXPO

← JUNE 10-13, 2018 →
PHOENIX, AZ

You can register for the luncheon when you fill out your Credit Congress [registration form](#).

Join us on Tuesday, June 12, for the Annual CFDD Luncheon at the 2018 Credit Congress

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Advantages of a Family Business

Yes, I said Family! CFDD is a group of diverse individuals that belong to a family. Our family works together as a team to help define and develop opportunity.

Opportunity comes in many different sizes and shapes! CFDD leadership this year has pulled together as a team to streamline and invent more opportunity for the members.

I am proud to be part of this National Executive Team "Family" that puts the wants and needs of members first and tasks itself with improvement for all. The environment created makes each of us accountable to equip others with the necessary tools to be successful. When we did not have the skill, we put someone in place that did.

We all took pride in committing to a three-year plan so we could fully develop the steps necessary to facilitate growth. We

were invested in bringing a new scholarship plan to the CFDD membership and we accomplished that task.

Families have a face! I went out to meet those faces and tried to personally get to know you and your chapters and what struggles we incur. As a family, we want our product to reflect quality. Are we bringing quality programming, seminars and education? At the CFDD Retreats and Super Sessions that I personally attended, YES you are bringing quality to the members.

I think of CFDD as a small, family-owned business that can and should act like a "Big" business. We must share our vision and our mission to more individuals so

we can build our membership. For those chapters that struggle, we need to be innovative and make those struggles our mission. Our mission is to support and bring new ideas to reach both new and existing members so we all recognize and receive the benefit, value, and significance of membership in CFDD.

Families are flexible; we help each other when one has trouble fulfilling a responsibility. After all, work comes first and we respect that and are willing to work around it by helping out our members when needed.

We must recognize our value and work as a family team for the common good of CFDD to build it up to a bigger and better opportunity for member growth.

I thank each and every one of you for letting me into your network of family because, simply put, we are better together!

Submitted by Ellen Wodiuk, CCE, ICCE, CFDD National Chairman, member Phoenix Chapter and Client Services Specialist, the Law Offices of Mark A. Kirkorsky, PC.

Time Flies!



Mark These Due Dates on Your Calendar

June 10-13	Credit Congress & Expo
June 12	CFDD Annual Luncheon
July 15	National Scholarship Summer Applications
September 13-14	CFDD National Conference
September 14	Applications Due for CBA, CBF, CCE Exams
August 3	National Conference Early Registration Fee Expires
August 3	Silent Auction Donations Due
August 21	National Conference Hotel Reservation Deadline
November 5	CBA, CBF, CCE Exams



Summertime Fun with Your CFDD Chapter

Summer is coming! During that time, attendance at meetings may be a little scant, as people are going on vacation with their families. Or, there are some companies that have a June 30 year-end, so your members may be bogged down with reporting and have to miss the regularly scheduled chapter meeting. This is when you need to get CREATIVE! Plan on doing something out of the ordinary. If your goal is to grow your chapter, make sure to have each member bring a friend. The time to start planning is NOW!

Here are some ideas:

- Volunteer in your community
- Escape Room
- Get OUTSIDE—hike, canoe, kayak, etc.
- Something Touristy
- Painting Class
- Cooking Class
- Sporting Event
- Happy Hour or Cookout at a Member's Home



Check out CFDD's Vision:

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

What do the above activities have to do with professional development or education? On the surface, not much, BUT spending time together will most certainly enrich your relationships (personal AND professional) with one another. Consider the value of networking.

Networking:

- Strengthens relationships
- Is a source for fresh ideas
- Builds trust
- Opens new doors
- Facilitates exchange of information
- Widens your support network
- Builds friendships



It doesn't matter how you draw everyone together, but the important thing is to DO IT! By including families too, you may increase participation, so keep that option in mind when making your plans.

OH, and make sure to take pictures! An upcoming National newsletter is waiting. Now get out there and have fun as a chapter this summer!

See you in June at Credit Congress.

Submitted by Val Hardesty, CCE, CICP, CFDD Vice Chairman Education, Programs and Chairman-Elect, member Charlotte Chapter and Director of Credit, American Efird LLC



CFDD National's Educational Programs

Now available, CFDD National's programs free of charge! Program topics include:

- Collection Policies and Procedures (new)
- Antitrust and You
- Business Etiquette
- Credit Policies and Procedures
- Effective Relationships
- Ethics—It's a Matter of Choice

Coming soon:

- SOX
- Negotiations

These programs can be conveniently downloaded from the [CFDD Members Only Area](#) of the CFDD National website.

Please check out these timely resources!

Why the CMI?



Stop what you're doing and ask yourself this: How have your sales been over the past month? Did they go up or down? Did you have any customers with delayed payments? Do you know why?

Credit managers are constantly juggling customer after customer, so it makes sense that we might not take as much time as we would like to reflect on where we've been. But, that's why it is our duty as credit professionals to participate in NACM's Credit Managers' Index (CMI) survey every month. As a former CFDD representative on the NACM National Board, I must say that the CMI has not only opened my eyes to the economic importance of commercial credit, but also its predictive nature for credit in the months to come.

So why should you join me in participating? First of all, the CMI survey is so easy! After logging on to the NACM website, you can find the CMI page under the "News"

tab, where all you have to do is answer 12 multiple choice questions about your experiences in your department in the past 30 days. The questions will ask you about any changes you've seen in certain areas, such as dollar amount of new orders, sales figures, disputes, dollar collections and bankruptcy filings. All you have to do is select whether they were higher, lower or stayed the same. You can even include any comments at the end of the survey if you choose to get into more detail about what you've experienced.

The CMI survey is open to any and all credit managers for one week each month. By the end of the month, NACM Economist Chris Kuehl, Ph.D., will analyze the results and release his very own report

on the credit industry across the board and how this data could influence our decision-making process moving forward. Professionally, as the Corporate Credit Manager for RSR Corporation in Dallas, TX, I pay the most attention to sales volumes and collections. By knowing if and how they've fluctuated, I can determine whether these occurrences are happening in my neck of the woods or in other parts of the country. Who knows, maybe you'll second-guess whether to extend credit to a particular customer based on the history they have with another company.

It all boils down to two words: participation matters. Even if you saw no changes during a particular month, your information is still critical to the CMI and should be reported to provide you and your fellow credit managers with a consistent flow of information. The more data we submit, the more accurate the results become! And don't forget how truly simple it is. The two minutes it takes to complete the CMI survey will pay off for you and your credit department in the end, so why not?

Submitted by Wendy Mode, CCE, CICP, member Dallas/Ft. Worth Chapter and Corporate Credit Manager, RSR Corporation.

A graphic for the CFDD National Conference. It features a stylized city skyline with various skyscrapers in shades of blue, green, and orange. Overlaid on the skyline is the text 'CFDD' in large, white, bold letters. Below 'CFDD' is the text 'NATIONAL CONFERENCE' in a smaller, red, sans-serif font. At the bottom, in a small, black, sans-serif font, is the text 'September 13-14, 2018 • Doubletree Suites Charlotte Southpark • Charlotte, NC'.

CFDD
NATIONAL CONFERENCE
September 13-14, 2018 • Doubletree Suites Charlotte Southpark • Charlotte, NC

CFDD's popular **Silent Auction** is on its way! You can help fellow credit professionals achieve their educational goals by donating and/or bidding on items for the Silent Auction. All proceeds raised will be used for the CFDD Scholarship Fund. Donations are welcome from individuals, chapters and corporations. Items should be new, with a starting value of \$25.

Please send all Silent Auction items by August 3 to:
NACM-CFDD, Cara Crown,
8840 Columbia 100 Parkway, Columbia, MD 21045
410-740-5560 • carac@nacm.org

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.

SCHOLARSHIP DEADLINE IS APPROACHING!

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

Scholarships are offered in the following categories:

- Designation Application Fees
- Course Registration Fees
- NACM Self-Study Courses
- NACM Credit Learning Center Designation Exam Review Package



Scholarship applications are available on the CFDD [website](#) and are valid for 12 months following the award date.

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

Next deadline is July 15.

Don't delay—get your scholarship applications completed and submitted today!!!



CFDD remains committed to aiding credit professionals in their career development. Take advantage of the scholarships available to you. Let CFDD help you make 2018 a banner year for lifelong learning and leadership development.

INVEST IN YOURSELF!

Creditor-Customer Collaboration Crucial in Small Business Cash Flow Management

Starting and maintaining a small business is no easy feat. Roughly half of all start-ups fail within the first five years with only one-third of them surpassing a decade, according to 2017 data released by the U.S. Small Business Administration's Office of Advocacy. Once the doors open, the mindset of owners and operators may shift to sales and marketing, leaving cash flow management on the back-burner.

lot better and what we should be looking out for when trying to grant [credit] to somebody who's a brand-new business or a small business that doesn't have that longevity."

The first step is simple: communicate. Have customers share their business plans and dive into how they're managing their accounts receivable. In some cases,

cash flow is really important. ... Without a healthy cash flow, small businesses end up over-leveraging their vendors and/or won't get that additional capital to continue to advance their operations."

It comes back to asking more questions and ensuring the small businesses are operating efficiently. Making sure business owners understand their total cost of entry and can cover the costs of their ongoing business needs, such as maintaining inventory, rent and payroll, are critical to their longevity and solvency. Credit professionals should be willing to share their knowledge with small businesses to ensure a mutually beneficial relationship. Sharing best practices on credit applications, terms and collection efforts can help small businesses improve their accounts receivable, which in turn makes it more likely the creditor will get paid timely.

One thing creditors should avoid, though, is granting extended terms to unproven business entities. An increasing amount of small businesses are negotiating, or sometimes demanding, longer payment terms, said Val Hardesty, CCE, CICP, a director of credit. Hardesty, also a CFDD member, said she understands it's a way for businesses to hold on to their cash a little longer, but it's something creditors, like herself, are trying to "stand up against."

Sometimes, a creditor's guidance is a must, even if the customer doesn't want it, she added. For example, she said, a customer might improperly manage their inventory by ordering more than they're selling. This creates a disrupted cash flow, which backfires when it's time for the customer to pay back the creditor.

"Order what you need, convert it quickly and then you'll have the cash," Hardesty said, because you don't want the customer's payment slipping further and further past due.

-Andrew Michaels, NACM editorial associate



Watching how small businesses manage cash flow is part of making any reasonable, sound credit decision. In offering guidance to small businesses, credit professionals emphasize the importance of proper cash flow management and why it should be achieved prior to seeking additional funding.

Small businesses—no more than 500 employees—that are failing and heading toward bankruptcy pose "a huge problem" for credit managers, said Credit & Financial Development Division (CFDD) member Chris Montross, CBF. Creditors can be part of the solution by actively engaging with customers.

"It's something that we have to be conscious of. The No. 1 reason why these businesses are failing is because they're undercapitalized," Montross said. "We need to look at how to direct them to make sure they're managing cash flow a

creditors might recognize entrepreneurs who are overachievers and display exorbitant amounts of self-confidence. They think they know anything and everything about business operations; meanwhile, Montross said, they don't have a person(s) dedicated to handling the financials.

Although medium, or even large, businesses might have a staff to manage accounts receivable, Montross said small businesses typically only have one or two employees whose main job is to manage cash flow. Both the creditor and customer should ask themselves, "How does cash coming in compare to cash going out?" At the very least, he said, businesses should shoot for neutral cash flow.

"Most entrepreneurs are really great marketers and sellers, but they're not always great business managers," Montross said. "For the accounts receivable portion of it, making sure they've got good



CFDD

NATIONAL CONFERENCE

September 13-14, 2018 • Doubletree Suites Charlotte Southpark • Charlotte, NC

CFDD National is pleased to announce that the 2018 CFDD National Conference will be held in Charlotte, North Carolina. Add us to your calendar today!

Join us September 13-14 at the DoubleTree Suites Charlotte-Southpark for informative education sessions and productive, entertaining networking opportunities.

Hotel

DoubleTree Suites by Hilton—Charlotte-SouthPark
6300 Morrison Blvd., Charlotte, NC 28211

The special conference room rate is \$179 a night for single/double occupancy. The hotel deadline is Aug. 21, 2018, based upon availability.

Please call 704.364.2400 or 1-800-HILTONS, and request the group rate for the 2018 CFDD National Conference. Or, to make reservations online, please visit [here](#).

Sponsorships

Help us make the CFDD National Conference an event to remember ... become a conference sponsor!

- Have your company or chapter acknowledged online
- Build professional relationships and make new lifelong friends

Become a part of our TEAM through a sponsorship. The Sponsorship Form can be downloaded from the CFDD [website](#).

Silent Auction

CFDD National is excited to again be hosting a Silent Auction at our National Conference. We are seeking donations from CFDD members, member companies and chapters for the CFDD-National Silent Auction. All proceeds go to our scholarship fund ... which in turn, benefits YOU! Let's make this a great event and aid in awarding more scholarships to our members.

All donations are tax deductible. We ask that all donations be received by Aug. 3, 2018. The Silent Auction Donation Form can be downloaded from the CFDD [website](#).

**Early Bird Deadline: Aug. 3, 2018
REGISTER NOW TO SAVE!**

REGISTRATION

	By Aug. 3	After Aug. 3
Member	\$425	\$475
Non-Member	\$475	\$550
Additional Friday Dinner Ticket	\$69	\$69

Refund Policy: All cancellations and requests for refunds must be made in writing to conventions_info@nacm.org. Registration fees, less a \$50 processing charge, will be refunded for written cancellations received by NACM-CFDD on or before Aug. 3, 2018. Between Aug. 4 and Aug. 17, 2018, only 50% of the fee will be refunded for written cancellation requests. Due to financial obligations, no refunds will be issued for cancellations received after Aug. 17, 2018; however, substitutions may be made at anytime.



CFDD National Silent Auction

CFDD National Conference

September 13-14, 2018 • Charlotte, NC

We are seeking donations from CFDD members, member companies and chapters for the **CFDD-National Silent Auction**. All proceeds go to our scholarship fund ... which in turn, benefits YOU! Let's make this a great event and aid in awarding more scholarships to our members.

All donations are tax deductible. Some items of interest are, but not limited to:

- Gift cards (starting at \$25) to national chain restaurants and stores
- Electronics
- Jewelry
- Purses

We ask that all donations be received by **August 3, 2018**. If you have questions, please contact: Cara Crown, 410-740-5560, CaraC@nacm.org

We look forward to receiving your donation and seeing you in Charlotte in September!

Silent Auction Donation Form

Please send all donations to:

NACM - CFDD
Attn: Cara Crown
8840 Columbia 100 Pkwy
Columbia, MD 21045



Donor's Name

Title

Company

Address

Phone Number

E-mail Address

CFDD Chapter

Item Description & Retail Value (Minimum value of \$25 please)

Please mark all donations for CFDD National Conference to ensure proper storage.

NACM's 122ND CREDIT CONGRESS and EXPO

JUNE 10-13, 2018

PHOENIX, AZ

SPECIAL CONFERENCE ROOM RATES

Hyatt Regency Phoenix **BLOCK FULL**

Sheraton Grand Phoenix
\$169 a night single/double occupancy room, plus applicable taxes. Click [here](#) to make your reservation online or call 866-837-4213.

Identify yourself as **2018 annual Credit Congress** to secure the conference rate. Our special conference room rates are based on availability.

NETWORKING EVENTS:

- Golf Outing
- Arizona Diamondbacks Baseball Game
- Grand Opening Reception
- Beer & Browse Reception
- CFDD Luncheon
- First-Time Attendee Welcome Gathering
- Closing Night Party
- Expo Hall

CREDIT CONGRESS HIGHLIGHTS FOR CFDD MEMBERS

Be sure to show your support by attending the Credit Congress sessions led by our CFDD members. NACM and CFDD would like to thank them for the generous donation of their time and effort.

27044. Servant Leadership

Marlene Groh, CCE, ICCE, from the Charlottesville Chapter

Ellen Wodiuk, CCE, ICCE from the Phoenix and Dallas/Ft. Worth Chapters

What is Servant Leadership? It is not a new concept, but it is thought provoking. It is not hard to learn. It is a profoundly simple realization of leading with authority and not power. There will be a discussion on how to strengthen the bonds of respect, responsibility and caring for the people around us that will help us become better leaders.

27083 & 27097. Excel: Tips and Tricks

Marlene Groh, CCE, ICCE, from the Charlottesville Chapter

This basic Excel session will walk you through tips and tricks using Excel with the reports you use every day. It will demonstrate shortcut keys that make it easier to perform functions. It will cover vlookups, macros and conditional formatting.

27047. National Trade Credit Report 101

Speakers: Gina Calabrese Sylvester, CMP, CGA, NACM Tampa

Phil Lattanzio, CCE, CGA, NACM Connect from the Omaha/Lincoln Chapter

Join us as we explore the products and services of the NTCR and pick up a few helpful tips along the way. We will provide insight on how this unique member-owned database has grown as well as where we are headed. This powerful session will help attendees understand how the NTCR got started, who the participants are and where the data comes from. Come learn how to use this valuable tool to better target risk, improve your relationship with sales, reduce delinquency and even share with upper management how well your organization is performing. Join us and your fellow NACM members to learn more about time-saving features and other enhancements.

27061 & 27074. How to Determine an Appropriate Credit Limit Without Financials

Speaker: Ed Bell, Ph.D., CBA, ICCE, W.W. Grainger, Inc. from the Phoenix Chapter

We have all had situations where we need to determine the proper risk and exposure we are prepared to offer a customer without the benefit of having financials. This session explores the options and tools that are available to help you determine the appropriate credit limit to successfully manage your risk and exposure. The main points of the presentation are: the credit review process including what information is needed, the sources of the information and the steps to complete the review.

As you finalize plans to attend the annual NACM Credit Congress in Phoenix, make sure you register to attend the CFDD Luncheon/business meeting, which will be held on Tuesday, June 12. We will announce CFDD National Award and Scholarship recipients and install our new Board of Directors for the following term year. Your attendance and support at this annual CFDD meeting is greatly appreciated. Please register for this event today!!!

Growth Still Available for Credit Insurance Market

Trade creditors are gamblers. Don't worry! They aren't using company money at the poker table. However, they are using company resources to help build and increase revenues along with the sales team and other departments.

Typically, accounts receivable (AR) covers 40% of a company's assets, according to credit insurer Euler Hermes. We protect many aspects of our lives. We save a project we're working on at our desk; we store family photos and back them up to the cloud. So, why not protect nearly half a businesses' assets?

There is a way: credit insurance. Like any other insurance, it is designed to protect against loss and indemnify the policyholder. Although a way to help bring in money lost, the purpose is not to make the policyholder whole again. The same goes for personal insurance. There are premiums and out-of-pocket costs like deductibles and coinsurance that can eat into the indemnification. While personal insurance, such as auto, home, life and health, are widely used, credit insurance is an untapped resource for many in the industry, and there is plenty of room for growth.

Trade credit insurance has been thrust to the front of newsstands recently with the collapse of United Kingdom-based construction firm Carillion. The Association of British Insurers (ABI) reported in January, following Carillion's fall into liquidation, that only 31 million pounds (\$43 million) is expected to be paid out through credit insurers. While this may seem like a large sum of money for suppliers, it is not. According to Bloomberg, Carillion was facing more than \$2 billion in debt to banks, bond investors and suppliers at the time of the giant's fall.

"The demise of Carillion is a powerful reminder of how trade credit insurance can be a lifeline for businesses in these uncertain trading times," said Mark Shepherd, assistant director, head of property, commercial and specialist lines, with ABI, in a release. "For all businesses, large

or small, bad debt could easily put their day-to-day operations at risk, threatening the jobs of their employees."

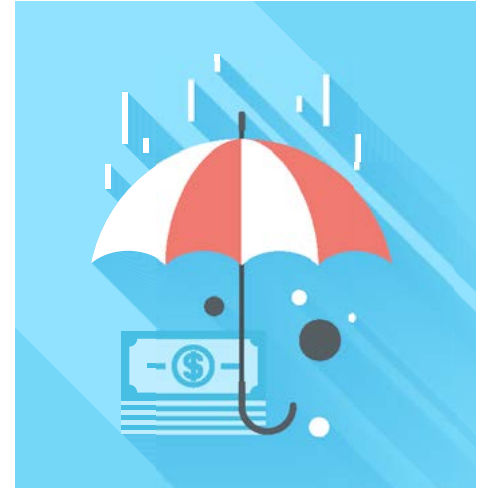
This domino effect was also seen in the Carillion case. Small- and medium-sized businesses are out hundreds of thousands of pounds while large businesses are owed more than 15 million pounds on average, according to the BBC. Without credit insurance, not only will one of the company's largest assets be unrecoverable, it will flow downstream and have an impact on other aspects of the business.

Why Trade Credit Insurance?

If recovering AR and avoiding nonpayment due to insolvencies and other risks, such as war, weather and politics, isn't enough to make you become a trade credit insurance policyholder, Euler Hermes offers several other factors to consider. They include:

- Grow domestic and international sales safely
- Gain a competitive advantage in exporting by offering safe, open terms overseas
- Improve credit management department's efficiency
- Access bank financing, often at more favorable rates

Insurer XL Catlin released its Global Credit Insurance Monitor 2017 earlier this year based on interviews with insurance companies, brokers, credit insurance buyers and export credit agencies. Some of the reasons behind not insuring assets are: lack of risk awareness, viewing the risk as minor and smaller and medium-sized firms tending "to exclude domestic risks." Insurance costs and contract language can also factor into the decision-making process.



XL Catlin cited the World Trade Organization, which stated that credit insurance is expected to grow 3.2% in 2018, just ahead of gross domestic product predicted growth. According to those interviewed, nearly 90% believe credit exposure will outpace GDP growth in the next year.

Both sides of the table (insurers and policyholders) see room for growth and additional protection. Insurance buyers reported that current products do not "fully meet protection needs or that policies are too rigidly applied," said Peter Schmidt, chief executive Asia Pacific, Latin America and global credit surety, with XL Catlin, in a statement about the report.

"These results therefore suggest more flexible and tailored products may bring about new business opportunities for insurers and open access to previously untapped client segments," added Schmidt.

-Michael Miller, NACM managing editor

Upcoming Webinars

April 26	Webinar: Leadership Series: C.A.P.T.U.R.E the Excellence Communication
May 10	Webinar: Global Economic Outlook (FCIB Members only)
May 15	Webinar: Doing Business in Africa: Algeria and Egypt
May 16	Webinar: Doing Business in Africa: Morocco and South Africa
May 24	Webinar: Leadership Series: Workplace Diversity—Valuing the Individual
May 31	Webinar: Doing Business in Mexico
June 5	Webinar: Doing Business in China
June 28	Webinar: Leadership Series: Creating a Culture Based in High-Trust
July 26	Webinar: Leadership Series: Networking & Relationship Building
August 23	Webinar: Leadership Series: Delegating in a New Economy

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* and *Business Credit* magazine and at www.nacm.org. Since its inception, the CMI has been a startlingly accurate economic predictor.

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
May	Monday, May 14	Friday, May 18
June	Monday, June 18	Friday, June 22
July	Monday, July 16	Friday, July 20

Awards & Achievements

CHAPTER	MEMBER	COMPANY	AWARD/ACHIEVEMENTS
Louisville	Douglas Schatz	Valvoline Inc.	CBA

Submit Your Topics for the Best Practices Roundtable

This year's Best Practices Roundtable session at the CFDD National Conference is a can't-miss event. Back by popular demand, this open forum discusses best practices and effective strategies.

To contribute questions and topics of interest, please email Jill Leimbach at jillL@nacm.org. All entries must be received by August 1.

CFDD Logo Items currently available

Searching for that perfect gift that combines practicality, value and pride? Look no further than CFDD's extensive selection of logo items! From pens to mugs, 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!



Cell Phone Power Bank (\$18)



Translucent Blue Pen (\$1)



Stylus Twist Metal Pen (\$10)



Luggage Grip (\$2)

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.

