



Credit and Financial Development Division NEWSLETTER

The Official Publication of the NACM Credit and Financial Development Division

June 2008

Letter from...

Mary Moore, CBA CFDD National Chairman



I am honored to serve as your National Chairman and to be among what I consider to be the most dedicated members of our profession. I sincerely thank you for this opportunity. As I look at our members, I see so many who have truly encouraged and sometimes pushed me along the way. I sincerely thank you! Without your friendship, mentoring and support over the years, I would not have been able to be in this position today.

This all began for me 28 years ago (when I was 10). I worked as a PBX operator for an office supply company in Lincoln. After a very short time, our credit manager retired and they advised me that I would be moving into that position. I was in this position for a month or so when I received a call from someone asking me if I wanted to go to Omaha to a meeting. She continued calling me and would not give up. I finally gave in and attended my first CFDD meeting. I eventually accepted a job offer and moved to Omaha, where I started attending meetings on a regular basis, and found that I really enjoyed them. The person who was persistent in calling was Sharon Foster, who is a very dear friend of mine to this day.

I was not in a big hurry to take on a leadership role, but soon I was working my way up the chairs. At that time, I did not see the importance

of receiving my designation, and it was never really pushed. At the beginning, I was only active at the local level, because I worked for a company that did not allow conference attendance. When I started with my current company, Carlson Systems, 13 years ago, I began to attend CFDD Regional Conferences. My employer and I saw the great benefits of my attendance, so I have missed very few conferences since. It was from my desire to get involved and attendance at these conferences that I learned the importance of earning an NACM designation.

I now kick myself for the delay, and I hope others learn from my mistakes. I am now in a position to get my CBF and have the roadmap points needed for my CCE. I had a personal goal to have my CCE by the time I was installed as your National Chairman. As you can see, this did not happen; however, it will *while* I am Chairman.

The education I have received from CFDD is priceless, as is the personal and professional growth gained. I am committed to making sure that CFDD offers you the same opportunities that it has provided for me. You'll notice that I said, "*offer* you." You have to reach out and grab what is available to you. You will never experience the success that you can receive if you do not. I personally feel that my mentors have guided me along—and I hope that each and every one of you has a mentor that will do the same.

I would like to thank my affiliate, NACM Midwest, for their support and also allowing me the opportunity to serve on their Board of Directors. This had given me additional insight into the NACM community and an even greater appreciation of our profession. This involvement continues to assist me in my professional growth. I also want to send a big thank you to my local CFDD chapter, Omaha-Lincoln, for the continued support as I have assumed greater leadership responsibilities. They have assisted me both emotionally and financially on my quest to National Chairman. I would also like to thank Carlson Systems for all of their financial support and the ability to attend the functions needed. I can't encourage you enough to get involved with your CFDD Chapter **and** your NACM affiliate. I assure you, the time you invest will pave the way for your future success and your personal and professional growth. This leads me to my theme for the coming year which is, "**CFDD—Today's Investment, Tomorrow's Success.**"

For 83 years, CFDD has and continues to offer its membership countless opportunities. All you have to do is reach out and take advantage of them. Each one of us must make the decision to either become an involved, active member, or just be another name on the roster. Will

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this be the year you choose to take advantage and invest in these opportunities? Allow the benefits of CFDD to assist you in reaching your goals and wonderful feelings of success.

It will be my honor to work with this dedicated Board and NACM-National this year, and I pledge to you that we will always be here to

assist you in any possible way. I also pledge that we will continue to work very hard to strengthen and improve the benefits of this wonderful organization for you, the membership.

2008 CFDD Awards & Installation Luncheon

It was an emotional afternoon at NACM's Credit & Financial Development Division (CFDD) Awards and Installation Luncheon. It was a time of remembrance for some of the organization's most beloved members, of honors to both deserving individuals and chapters, and a passing of the torch that was touched with laughter and tears.



"I have been thankful to serve CFDD for the last year and look forward to many, many years of opportunities to continue to serve the organization," said CFDD National Chairman Nancy Watson-Pistole, CCE, CICP on her hand-

ing over of the gavel to Chairman-Elect Mary Moore, CBA, credit manager, Carlson Systems.

"I truly believe we are leaders in the industry," stated Moore. "Each one of us makes the decision to become involved or to just be another name on the roster. It will be my honor to work with each and every one of you." Moore said that she believed that once people attended conferences and saw the value of the experiences gained, they would continue to come back again year after year. Continuing a precedent she set last year, she held a drawing where she would personally pay for the registration for a new member to attend the CFDD National Conference in Kansas City.



At the luncheon, there were 62 scholarships awarded, totaling \$16,560. Over the last year, CFDD has awarded 210 scholarships, nationally and locally, in the amount of \$55,835.42, and since 1990 has handed out

6,697 scholarships worth more than \$1.4 million, clearly demonstrating the organization's goal.

One of the most touching moments of the luncheon was when Watson-Pistole presented the Marilyn Daugherty Spirit Award to Jeffery O'Banion, CCE, CICP, director of credit, Northwest Natural Gas Company. The award was created seven years ago to honor the memory of one of CFDD's most beloved members.



"This award is not given every year, but only when the awards committee feels an individual merits such an honor," stated Watson-Pistole. "Marilyn was a sound guide, but not a critical judge, of those who worked for her and beside her. Her spirit encompassed those around her like a pair of safe, yet strong and protective arms."

O'Banion was surprised by the recognition, especially since he was chair for the award's selection committee.

"It is the ultimate award of recognition of an individual that CFDD can bestow on anyone," said O'Banion. "It's kind of like being named 'Best Friend of the Organization.' It's all I can say. It's huge."

Awards were also given to chapters for Regular Monthly Meeting, which in Class A went to Portland; Class B went to Dallas/Fort Worth; and Class C to Richmond. Seminar/Workshop honors went to Kansas City (Class A), Denver (Class B) and Jasper (Class C).



Membership Awards were given to the CFDD Chapters that had the largest net gain in membership during the year. In Class A, Minneapolis/St. Paul won with 17.2% membership growth. In Class B, the award was given to Louisville with 15.8% membership growth. And in Class C, Evansville earned honors with an outstanding 53.9% membership growth.

Distinguished Member Achievement awards, which were established in 1988 to recognize outstanding individual achievements, went to Charlene Gothard (Class A), Janis Rowe, CCE (Class B) and William Riat, CCE (Class C).



Publicity Awards for chapters were given to Kansas City (Class A) and Dallas/Fort Worth (Class B).



“CFDD recognizes our chapters for outstanding achievements in the areas of Publicity and Programs,” commended Carol Fowle, CCE, CFDD Executive Director. “Excelling in these areas fosters growth in membership which is essential as we look toward the future. The three chapters

that were presented awards for membership growth in the last calendar year are reaping the benefits of their achievements from prior years.”

She added, “Our chapters should be proud of the recognition of their members for the Distinguished Member Achievement Award and the Marilynn Daugherty Spirit Award. Membership participation and commitment to serving the profession are core ingredients to chapter success.”

Matthew Carr, NACM staff writer

New CFDD Logo items are available in the NACM Bookstore!



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CFDD New Designees

CHAPTER

Jasper
Louisville
Seattle

MEMBER

Angela L. Mundy, CCE
Connie Thomas, CCE
Julie A. Putman, CBF

COMPANY

Kimball International Marketing
Southern Wine & Spirits
PCS Millwork

AWARD/ACHIEVEMENT

CCE Designation
CCE Designation
CBF Designation

2008 CFDD National Award Winners

Distinguished Member Achievement Award (DMA)

Class A – Charlene Gothard, Portland
Class B – Janis Rowe, CCE, Dallas/Fort Worth
Class C – William Riat, CCE, Evansville

Marilynn Daugherty Spirit Award

Jeffrey O’Banion, CCE, CICP, Portland

National Membership Awards

Class A – Minneapolis/St. Paul
Class B – Louisville
Class C – Evansville

National Program Awards – Seminar/Workshop

Class A – Kansas City
Class B – Denver
Class C – Jasper

National Program Awards – Regular Monthly Meeting

Class A – Portland
Class B – Dallas/Fort Worth
Class C – Richmond

National Publicity Awards

Class A – Kansas City
Class B – Dallas/Fort Worth

National Scholarship Awards

Certification Program Fees

Sue Ballard, CBF	Evansville
Annette Nii	Minneapolis/St. Paul
Stacey Smythe, CCE	Tacoma
Debbie Tomsic, CBF	Toledo

Self-Study Courses

Carla Acosta	Los Angeles
Christina Halvorson, CBA	Minneapolis/St. Paul
Karen Haynes	Richmond
Jennifer Pronovost	Los Angeles
Gloria Renteria	Los Angeles
Susan Sullivan	Los Angeles
Jacqueline Turntine	Kansas City

School Registrations

Jane Ashley	Raleigh/Durham
Mary Bodhaine	Tacoma
Janet Brehmer	Richmond
Margie Craig	Richmond
Dianne Floyd, CBA	Portland
Diane Snyder, CCE	Portland

CFDD Conferences

Linda Grissom	Direct Member
Marlene Groh, CBF	Charlotte
Cindy Hayes	Albuquerque
Joann Herrera	Albuquerque
Kevin Huelsman	Jasper
Darrell Johnson, CCE	Jasper
Marcia Kaczmarek, CCE	Minneapolis/St. Paul
Lori Kimball, CBA	Salem/Albany
Dianna Linquist, CBF	Seattle
Pamela Meyer, CBF	Minneapolis/St. Paul
Michael Meyer, CCE	Jasper
Lori Nissen, CCE	Minneapolis/St. Paul

Marilyn Poremba, CCE
 JoAnn Rettke, CCE
 Sheila Roames, CCE
 Lisa Stapley, CCE
 Gwendolyn Stroops, CCE
 Jill Tamborini, CBA
 Floy Warren-Feltman
 Nancy Watson-Pistole, CCE, CICP
 Nadine Whitehead, CCE

Birmingham
 Minneapolis/St. Paul
 Phoenix
 Denver
 Phoenix
 Kansas City
 Minneapolis/St. Paul
 Kansas City
 Kansas City

NACM Credit Congress

Barbara Condit, CCE
 Sharon Foster
 Larry Glenn, CBA
 Melissa Harrison-Ballou, CCE
 Shelley Hart, CBF
 Richard Heavener, CCE, CEW
 Eunice Helgeson, CCE
 Nancy Hoffman, CBA
 Amy Huebner, CCE
 Donna Hypse, CCE
 Shawn Ismert, CBA
 Connie Johnstone
 Penny Jones, CBF
 Wendy Legan, CCE
 Charolette Ludwig, CCE
 Christine Marchewka, CCE
 Angela Mundy
 Debbie Naccarato
 Jeffrey O'Banion, CCE, CICP
 Maxine Rossum, CCE
 Nancy Scheneman, CBA
 Kelly Shock, CCE
 Carolyn VanKerevelen, CBF
 Brenda Weaver, CCE

Minneapolis/St. Paul
 Omaha/Lincoln
 Kansas City
 Louisville
 Wichita
 Charlotte
 Minneapolis/St. Paul
 Denver
 Toledo
 Wichita
 Kansas City
 Birmingham
 Raleigh/Durham
 Dallas/Fort Worth
 Toledo
 Kansas City
 Jasper
 Orlando
 Portland
 Minneapolis/St. Paul
 Grand Rapids
 Denver
 Minneapolis/St. Paul
 Birmingham



CFDD NATIONAL CONFERENCE
 October 23-25, 2008
 Embassy Suites,
 Kansas City Country Club Plaza
 Kansas City, MO
www.cfdd.org



NACM-CFDD Pacific Northwest Credit Conference
 September 17-20, 2008
 Salem Conference Center
 & Grand Phoenix Hotel
 Salem, OR
www.cfdd.org

CFDD Board of Directors 2008-2009

NATIONAL CHAIRMAN

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Grand Rapids, MI
Minneapolis/St. Paul, MN
Toledo, OH

Denver, CO
Kansas City, MO
Omaha/Lincoln, NE
Wichita, KS

Charlotte, NC
Norfolk, VA
Raleigh/Durham, NC
Richmond, VA

Seattle, WA
Tacoma, WA

Evansville, IN
Jasper, IN
Louisville, KY
New Orleans, LA

Birmingham, AL
Dallas/Fort Worth, TX
Orlando, FL
Tampa, FL

Albuquerque, NM
Los Angeles, CA
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Portland, OR
Salem/Albany, OR