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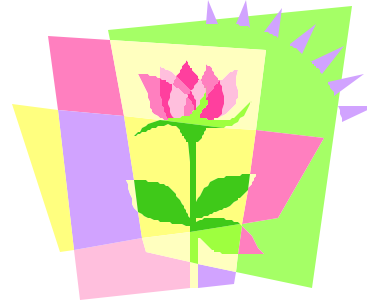
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P r e s i d e n t ' s C o l u m n

I think spring has finally sprung. I hope you have been able to enjoy some of the nice days we've had recently. Hopefully there will be more of them to come.

In March our meeting was a seminar held on the 25th. What a great seminar it was. Karen Anderson, President, ACTS-ion Solutions, LLC delivered an excellent presentation entitled "Reflecting Your Professionalism in Polished Writing". She was interesting and enthusiastic. She covered several different aspects on ways to improve our written communication skills.

On April 9th we had our VIP/Membership Appreciation night, with seven of our past presidents in attendance. Susan Rogers with Great Southern Travel presented us with some travel tips when traveling in today's world.

We also held our awards ceremony for our yearly awards for Distinguished New Member and Credit Professional of the Year. The recipients and nominees are announced later in this newsletter. Congratulations to all of them!

Our May meeting will be held May 13th at CARQUEST Distribution Center. It will be entitled "Internal Controls Over Accounts Receivable & Credit Management" and presented by Rebecca Goodpasture, Sr. Manager, Deloitte & Touche LLP. I hope each of you will try to attend. It will benefit all of us.

Credit Congress is right around the corner. Several of us will be attending June 15th-17th in Orlando, FL. Again this year we have applied for several of the CFDD National Awards to be given out at the CFDD luncheon.

Please continue to promote our organization and the opportunities available through CFDD throughout our credit community.

If you have any questions, concerns and/or ideas please feel free to contact me.

*Shawn Ismert, CBA
Chapter President*

CFDD: "Where Endless Opportunities Await"

2009 CFDD KANSAS CITY AWARDS WINNERS

At our April meeting we announced the winners of our chapter awards. Each year members of the chapter are invited to nominate a member who they feel is deserving of recognition as **Credit Professional of the Year** and **Distinguished New Member**.

Congratulations to **Richard Reed** who was chosen as this year's Credit Professional of the Year and **Jacki Turntine** who received the Distinguished New Member of the Year award.



MEMBERSHIP

Our membership is currently at 47 members and one more to be joining soon. If anyone knows of someone who might be interested in CFDD, feel free to refer them to me. I can be reached at 913-664-7629 or by email: eric.lerdahl@spx.com.

Eric Lerdahl
1st Vice President Membership Chair



PROGRAMS

MAY Internal Controls Over Account
Receivable & Credit Management

JUNE Credit Applications

Program Committee

BASKET OF CHEER

Every year the Kansas City Chapter continues its tradition of the Basket of Cheer fundraiser. This year we profited \$171.00 that will go towards funding one of our chapter scholarships.

The lucky winner this year was Janet Whorton.

Jacki Turntine
Treasurer



INTERESTED IN CERTIFICATION?

The first step in earning a professional designation is to register with National's Education Department. The one-time fee is \$160 (\$260 for non-members), which covers the establishment of your lifetime personal file. This file contains information about the continuing education events which you attend throughout your career.

If you are interested in taking classes to qualify for the CBA, CBF or CCE designations, please contact Jill Tamborini CBA, Education Chair.

Christine Marchewka, CCE, CEW

NACM-CFDD
TREASURER'S REPORT

For the month of March, 2009

INVESTMENT ACCOUNT

Prior Month End Balance	\$3,727.50
Deposits	\$1,626.00
Service Charge	\$ (.00)
Disbursements	<u>(\$1,300.00)</u>
Current Month End Balance	\$4,053.50

CHECKING ACCOUNT

Prior Month End Balance	\$1,751.89
Deposits	\$1,300.00
Disbursements	<u>(\$649.84)</u>
Current Month End Balance	\$2,402.05

Jacki Turntine
Treasurer



HAPPY BIRTHDAY!

Birthday Wishes

May

Karen Rayborn	9 th
Tim Wood	19 th
Cindy Wheeler	24 th

If we missed YOU, please contact Eric Lerdahl and let him know when your special day is for future recognition.



CERTIFICATION
EXAM DATES

July 27, 2009 with paperwork due by June 1, 2009

November 9, 2009 with paperwork due by September 21, 2009



Jill Tamborini, CBA
Education Chair

MEETING MINUTES

CFDD Meeting held April 8, 2009 at Figlio's Restaurant :

Shawn Ismert, CBA, Sioux Chief Mfg Co Inc, Chapter President called the meeting to order.

Introductions of all past Presidents were made.

Past Presidents attending were:

Chris Marchewka, CCE – 1988 - 1990

Ardyce Shipman – 1992 - 1994

Don Hogsett – 1994 - 1996

Debra Yount, CCE – 1996 - 1998

Lee Ballantini – 2000 – 2002

Larry Glenn, CBA – 2004 – 2006

Jill Tamborini, CBA – 2006 – 2008

Gift bags for all past Presidents were at the tables

Introductions were made of the current Board of Directors.

Eric Lerdahl, 1st VP/Membership Chair (unable to attend tonight)

We currently do not have the 2nd VP Program Chair filled. We have a committee of 3 serving who are Chris Marchewka, Nancy Watson-Pistole and Eric Lerdahl.

Jacki Turntine – Treasurer

Nadine Whitehead, CCE, - Assistant Treasurer

Cindy Wheeler – Recording Secretary

Jill Tamborini, CBA – has been serving as our Corresponding Secretary/Publicity Chair with the help of Chris Marchewka

THE SUCCESSFUL COLLECTOR

Effective collectors have strong internal motivation and appreciate the difficulty of their job. Not everyone can collect successfully! And by successfully, I mean collecting the past-due account immediately and in full, while retaining the customer's business. Customers are the lifeblood of any business, and it costs dearly to obtain new customers. So any collection program must be developed and frequently monitored to ensure that customers are not being run off without good reason.

Frequent interchange between the sales force and collectors will provide some informal monitoring. Joint sales calls are often useful. The least expensive method is for the sales department to involve collectors in its formal ceremonies, such as the announcement of a new product. In this way, the collector participates with other members of the sales team. He shares in their compulsion to retain customers and rejoices when sales volume quotas are achieved. Further, he is associating with internally motivated, positive-thinking individuals whose success depends on their confidence in their ability to perform that mission. The collection function is too important to be relegated to the newest clerk in the bookkeeping department. Stimulating cash inflows takes serious and conscientious work by professionals. Without the support and monitoring by top management, collectors may unthinkingly run off good customers or, worse still, the collection function may fail to bring in the cash the company must have to survive.

"The more credit you give away, the more will come back to you. The more you help others, the more they will want to help you." Brian Tracy

Credit is like a looking-glass, which when once sullied by a breath, may be wiped clear again; but if once cracked can never be repaired. Walter Scott

Jill Tamborini, CBA – Education Chair
Karen Rayborn – Member at large (unable to attend tonight)
Larry Glenn, CBA – Member at large

Recognition of Special Guest;

Susan Rogers – Great Southern Travel – tonight's speaker

Other members in attendance are :

George Uko – Bayer
Fran Reyes – Fujifilm Sericol
Mark Perkins – Dex
Rose Whorton – Western Extralite

Donation drawing was held. Gift was donated by Larry Glenn, CBA, Farmland Foods and won by Lee Ballantini, SPX Cooling Technologies.

Introductions of the Awards Committee were made :

Chris Marchewka
Mark Perkins
Melinda Unger
Shawn Ismert

Mark Perkins, Dex introduced our awards recipients.

Awards Presentation – Distinguished New Member and Credit Professional of the Year

Distinguished New Member Award was given to Jacki Turntine – nominee was Cindy Wheeler, cfm Distributors, Inc

Credit Professional of the Year was given to Richard Reed – nominees were Eric Lerdahl, SPX Cooling Technologies, Jill Tamborini, CBA, Fujifilm Sericol USA, Shawn Ismert, CBA, Sioux Chief Mfg. Co. Inc. and Jacki Turntine, Sioux Chief Mfg. Co. Inc.

Congratulations Jacki and Richard

Presidential Citation Award

Shawn Ismert, Chapter President introduced the Presidential Citation Award recipient:
Presidential Citation Award was given to Eric Lerdahl, SPX Cooling Technologies for his outstanding commitment and dedication to CFDD and the Board of Directors.



Program: Susan Rogers, Great Southern Travel presented a very informative program on travel tips and do's and don'ts of flying in and out of the United States. Susan also gave away 3 door prizes.

Afterwards Shawn presented Susan Rogers with a certificate and gift.

Jill Tamborini, CBA, Fujifilm Sericol USA moved the meeting be adjourned, Nadine Whitehead, CCE, CARQUEST Auto Parts seconded

Respectfully submitted:

Cindy Wheeler
cfm Distributors, Inc

CREDIT MATTER\$ is published bi-monthly by CFDD Kansas City Chapter for its members, potential members, and other interested credit professionals. Original articles for publication are encouraged. Previously published and copyrighted articles of interest to the credit community will be reprinted if permissions are given.

All information intended for publication should be sent to:

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All articles submitted are subject to editing due to space limitations and editorial style, but represent the opinions of the individual authors, not that of CFDD Kansas City Chapter.

ABOUT CFDD

Our Mission: The mission of the National Association of Credit Management's 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.

Our Vision: 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.