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**President's Column**

The Holidays are here and the cold weather. I wish all of you a Merry Christmas and Happy New Year. With the way the economy is - it may be asking a lot, but I hope 2009 is a prosperous, successful and healthy year for all.

Our November meeting was held at Figlio's on the Plaza. Jayne Rothman, Corporate Council, Epiq Systems, Inc. presented a very educational, interesting program on Receivership/Bankruptcy.

During 2008 our chapter was conducting a Membership Incentive Program. For each new guest a member brought to a meeting, their name was entered into a drawing. The drawing was held at the November meeting. I would like to congratulate Maggie Bessenbacher, NACM Heartland for being the recipient of \$100.00. Our chapter has gained four new members during the year. Each of you and your membership is very important to the success of our chapter.

Our yearly Local Chapter Scholarship drawing was also held at the November meeting. We awarded two \$250.00 scholarships to Chris Webb, Butler Mfg. and Sharon Doris, Delaval, Inc. I hope next year more of our members will take advantage of this opportunity for scholarship funds by completing the application and returning to our Education Chair. It's that easy! Your name could be drawn next year if you participate.

You won't want to miss our January meeting as we welcome Alex Trebek (played by one of your very own members) and the popular CFDD national program "Credit Jeopardy". Join us for the fun and educational credit review this game offers. Other chapters have provided rave reviews - "the most fun our chapter has ever had with an educational program". See you January 14, 2009.

Always feel free to contact me or any other board member with comments, concerns and/or ideas.

**Shawn Ismert, CBA**  
 Chapter President

**CFDD: "Where Endless Opportunities Await"**

## MEMBERSHIP

Our current membership is now at 46 members. We have a couple soon to be new members as well. Please remember to send in payment for you 2009 NACM-CFDD membership. If you know anyone that might be interested in becoming a member, or you have any questions, feel free to call me at 913-664-7629.

*Eric Lerdahl*  
*1<sup>st</sup> Vice President Membership Chair*



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## NACM-CFDD TREASURER'S REPORT

*For the month of November, 2008*

### INVESTMENT ACCOUNT

Prior Month End Balance	\$3,570.84
Deposits	\$2,351.88
Service Charge	\$ (.20)
Disbursements	<u>(\$500.00)</u>
Current Month End Balance	<b>\$5,422.52</b>

### CHECKING ACCOUNT

Prior Month End Balance	\$964.99
Deposits	\$500.00
Disbursements	<u>(\$774.82)</u>
Current Month End Balance	<b>\$690.17</b>

*Jacki Turntine*  
*Treasurer*



## PROGRAMS

**JANUARY** – Credit Jeopardy

**FEBRUARY** – Skip Tracing

*Program Committee*

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## 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*

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## CERTIFICATION EXAM DATES

**March 9, 2009** with paperwork due by January 19, 2009

**June 14, 2009** (at credit congress) with paperwork due by April 20, 2009

**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*

## CFDD NATIONAL CONFERENCE

The recent CFDD National Conference was beyond measure; after all, it is CFDD we are talking about! The schedule was filled with just the right number of general sessions and breakout offerings. What seemed to really stand out were the networking opportunities; from assigned seating at one of the luncheon and added time at the evening reception and expo to the best Halloween-themed party and dinner ever. The organizers seemed to listen to all the comments from the prior year and gave the attendees a fun and educationally rewarding conference. For those of you that have been waiting for all of the kinks to be worked out (this is only the second National Conference), it is now time for you to join us for number three...

*Chris Marchewka, CCE, CEW*



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## MEETING MINUTES

CFDD Meeting held November 12, 2008 at Figlio's:

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

Introductions of all guests were made. Guests were:

J. Brassell – Robert Half

C. H. Codding – Cargill Animal Nutrition

Joyce Barton – Cargill Animal Nutrition

Julie Shellenberger – American Italian Pasta Co.

Sharon Caldwell - Hantover, Inc.

Speaker – Jayne Rothman, Epiq Systems, Inc.

Introductions of all members in attendance were made.

Donation drawing was held. Gift was donated by Cindy Wheeler, cfm Distributors, Inc and won by C.H. Codding, Cargill Animal Nutrition

Business Meeting:

1<sup>st</sup> V. P. Membership Chair: Eric Lerdahl, SPX

Cooling Technologies stated our membership is now at 48 members. We have added 4 new members this year.

## WIZARD OF OZ

The CFDD National Conference was held in Kansas City in October. On Friday night of the conference we had a costume party and dinner. The Kansas City members dressed up from the Wizard of Oz. It was a lot of fun.



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## HAPPY BIRTHDAY!

Birthday Wishes

### January

Eric Lerdahl 5<sup>th</sup>

John Handley 28<sup>th</sup>

### February

Joe San Nicolas 5<sup>th</sup>

Bruce Mead 8<sup>th</sup>

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



Chapter Membership Incentive Program drawing for a \$100 Gift Certificate was won by Maggie Bessenbacher.

2<sup>nd</sup> V.P. Program Chair: Eric Lerdahl, SPX Cooling Technologies reported there will be no meeting in December.

The January 2009 meeting will host the Credit Jeopardy game.

Treasurer: Jackie Turntine, Sioux Chief Mfg Co Inc reported on the 2009 Budget. The Budget will be voted on by the membership at the January 2009 meeting.

Membership invoices were sent out this month.

Total scholarships paid out in 2008 CFDD National Conference were \$1,075.00.

Asst Treasurer/Attendance Chair: Nadine Whitehead, CCE, CARQUEST Auto Parts was not in attendance. January meeting location to be announced.

Corresponding Secretary: Jill Tamborini, CBA, Fujifilm Sericol USA Inc stated the next deadline for the newsletter will be December 15<sup>th</sup>. Jill is requesting articles from members that attended the CFDD National Conference.

Education Chair: Jill Tamborini, CBA, Fujifilm Sericol USA Inc announced test dates and conference dates will be in the upcoming newsletter.

The 2 winners of our Local Chapter Scholarship drawing were Chris Webb, Butler Mfg and Sharon Doris, Delaval, Inc.

Program: Eric Lerdahl, SPX Cooling Technologies introduced Jayne Rothman, Corporate Council, Epiq Systems Inc. Jayne presented a very educational and interesting program on Receivership/Bankruptcy.

Afterwards Eric presented Jayne with a certificate and gift.

Jackie Turntine, Sioux Chief Mfg Co moved the meeting be adjourned, Eric Lerdahl, SPX Cooling Technologies seconded.

Respectfully submitted:

*Cindy Wheeler*  
*Recording Secretary*

## SCHOLARSHIP WINNERS

Congratulations to our chapter scholarship winners. The drawing was held at our November meeting. The winners are Chris Webb of Butler Mfg. and Sharon Doris of Delaval.

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## ENTERTAINMENT BOOKS

We finished up our Entertainment Books fundraiser. We made \$220.00 this year. Almost enough for one scholarship. Thank you to all you took part.

*Jill Tamborini, CBA*  
*Education Chair*



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## COMMON SENSE ACCOUNT RECEIVABLE

Typical excuses for a debtor to not pay their bills include:

- Your bill is not a priority
- Your business doesn't "need" the money
- Waning gratitude
- Embarrassment

If these sound familiar you need to develop, or firm up, a collection policy that works for your company. Successful accounts receivables personnel have a lot in common. They exude a professional demeanor and have proven communications skills—verbal and written. They are comfortable with negotiating and have solid time-management skills. And, perhaps most importantly, they view collections as a priority—not something that is squeezed in after other work is completed.

## ABOUT CFDD

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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Kansas City, MO 64141-4148

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.

**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.