

# The Business Credit Journal

A monthly newsletter published by NACM Oregon

September 2005

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## Education—Gaining the Competitive Edge

By Rod Wheeland, CCE, and Claudia Sarinana

Are you working harder now than ever before, constantly stretching to maintain a competitive edge? In today's market, business people constantly feel stress from competitors and from within their own office. How do you stay a step ahead of the rest? One piece of the answer: continuing education and professional certification.

As busy as our lives have become, our time has grown increasingly valuable. At work we focus on tasks of value to the company, enhancing the bottom line. The best way to increase your value, to your company and to yourself, is to gain new skills and learn to use new tools through continuing education and the professional certification process.

Even though you may feel your schedule is bursting at the seams, education pays a handsome dividend: You will enhance your value to your company and your personal knowledge and experience. Your NACM membership provides access and assistance with professional opportunities for education that fit your schedule.

NACM members may take two avenues when pursuing their continuing education. They are: 1) the NACM Oregon Certificate Program; 2) the NACM National Professional Certification Program, including the designations of CBA – Credit Business Associate, CBF – Credit Business Fellow, and CCE – Certified Credit Executive.

Each program offers something special and serves to meet each individual member's unique needs.

### NACM Oregon Certificate Program

Each year NACM Oregon offers ten or more seminars on a variety of credit and management topics. The NACM Oregon Certificate program offers members the opportunity to select courses of interest to them that have a practical focus. Members are able to choose courses that best fit their particular job or company's needs.

**Basic Credit Certificate**—This certificate is awarded at the completion of NACM Oregon Credit Management Boot Camp seminar series (12 hours of instruction), or for attending all 12 Good Morning Credit seminars (18 hours of instruction).

**Credit Technician**—This certificate is awarded after 30 hours of credit instruction. (3.0 CEUs/CCEs)

**Credit Specialist**—This certificate is awarded after 60 hours of credit instruction. (6.0 CEUs/CCEs)

**Credit Administrator**—This certificate is awarded after 90 hours of credit instruction. (9.0 CEUs/CCEs).

The local CFDD chapters offer classes and the hours may apply to these certifications. Conference programs do not apply toward certificate requirements. And, a

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## Education—Gaining the Competitive Edge

...continued from cover

class may be applied toward a certificate once – no credit is given for second- or third-time attendance.

### Professional Certification Program

The NACM National Professional Certification Program contains three designation levels – CBA, CBF, and CCE – which builds from one level to the next. This program offers participants a well-rounded approach to credit education, combining the conceptual with the practical. Employers nationwide recognize these certifications as symbols of achievement.

Members choosing this avenue may take a variety of courses to fill the required points on the NACM National "Career Roadmap." With approval of the Roadmap, members complete education requirements and take a qualifying test to achieve the certification.

**CBA Designation**—This academic-based designation signifies mastery of three business credit-related disciplines: basic financial accounting, business credit principles and introductory financial statement analysis. There is no minimum work experience requirement for this designation level, and the course work needed to qualify for this designation can be obtained through colleges, local NACM Affiliated Association programs, self-study or nationally-sponsored programs. Applicants must show evidence of having successfully

completed the following three courses:

- Basic Financial Accounting
- Financial Statement Analysis
- Business Credit Principles

**CBF Designation**—This academic and participation affirms knowledge and contribution to the field of business credit. An applicant must have earned the CBA designation, as well complete additional course work. The CBF signals competence in intermediate financial analysis and business law. CBF designation applicants must have accumulated 75 Career Roadmap points and must show evidence of having successfully completed the following three courses: Business Law I (Contracts, Negotiable Instruments); Credit Law (UCC, Bankruptcy, Antitrust); and Financial Statements: Interpretation and Credit Risk Assessment (formerly called Financial Statements Analysis II).

**CCE Designation**—This is NACM National's highest designation, which endorses its achievers as capable of managing the credit function at an executive level. Candidates must pass a rigorous exam that tests application skills in the areas of accounting, finance, domestic and international credit concepts, management and law. There are two plans from which to choose to achieve this designation, Plan A or Plan B.

**Plan A** of the CCE designation requires the applicant to have earned a four-year college degree

from an accredited institution in addition to 10 years of experience in credit or financial management and 125 Career Roadmap points.

**Plan B** is an alternative option for candidates who may not have been in credit for 10 years. You must have successfully earned the CBA and CBF designations and 125 Career Roadmap points.

Clearly, the national certification program provides recognition of significant steps in professional development. Credit Today, an independent newsletter for credit and financial management, recently published a survey indicating that those individuals holding the CCE designation made \$20,000 more than those without CCE's.

This edition of the Business Credit Journal includes a listing of upcoming classes on Page 9. If you would like to explore your options in further detail, call Claudia Sarinana, NACM Education Coordinator, at 971.230.1184 or [csarinana@nacmoregon.org](mailto:csarinana@nacmoregon.org). Let NACM Oregon help you take steps to maintain that competitive edge.

Credit is due Kristi Wallace, Executive Director of Mortgage Professionals of Oregon, for writing the original article on which the above is based.

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## Message from the Chairman

*By Dave Erickson, CCE, Chair 2005-2006*

### How Deep is Your Well-th of Contacts?

Pardon the play on words, but several years back—probably 10 years ago, I was encouraged by a commercial lending officer at U.S. Bank to read a book on networking. Harvey Mackay was the well-known author and his book *Dig Your Well Before You Are Thirsty* was a book to have at hand. I still have the book; I highly endorse reading it, using it, and sharing with your fellow workers.

I have enjoyed having a wealth of contacts both in banking circles and credit management to have a go-to spot for questions to be answered. Often times the friends from employment and trade associations provide a network that can assist you to get a problem solved. I started digging my well—the contacts have been flooding in ever since.

One aspect of NACM, is the network that credit managers or credit representatives utilize on a weekly or monthly basis are the fellow industry group members. Those are the people you need to know for information. Beyond those individuals, sometimes issues arise at your company that need some information beyond credit and a channel is already in place for a contact at another company to seek information.

As an active member of a trade group, I had two energizing networking experiences this past month. One was a broadcast from NACM seeking a general payment pattern from a foreign country on behalf of one of our group members. The responses allowed for a quick business decision and insight into how things “should work.” The second opportunity was an introductory call from a marketing officer [NACM member of my network places] needing some introductions or brainstorming on “who’s the player in which association.” I provided a couple of good contacts [actually from the NACM membership contacts] and the solution was soon found out.

In reviewing which part of these network contacts is best, I refer to Mr. Mackay for his points. I believe that our association, whether independent membership or to the next level with a trade group, provide a great payback for the credit employees and ongoing benefits to the member companies. I feel that NACM Oregon can be your “well” to keep you from becoming thirsty by using connections to:

- Get to know the people you need to know
- Keep relationships up to date and alive
- Ask for what you need when you need it
- Sparkle in the information age and on the Internet
- And unlock any door . . . anywhere . . . at any time.

Go ahead, give me a call, just in case you want to network!



Effective June 1, 2005, please send your payments to our lockbox at:

NACM Oregon, Inc.  
MSC 97184  
PO Box 6989  
Portland, OR 97208-6989

## 2005 NACM & CFDD Pacific Northwest Credit Conference September 22-24, 2005

DoubleTree Suites of  
Southcenter  
Seattle, Washington



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## NACM Credit Manager's Index

The Credit Manager's Index (CMI) is created from a monthly survey of credit and collection professionals. The CMI survey asks NACM members to rate favorable and unfavorable factors in their monthly business cycle. Favorable factors include sales, new credit applications, dollar collections, and amount of credit extended. Unfavorable factors include rejections of credit applications, accounts placed for collections, dollar amounts of receivables beyond terms, and filings for bankruptcies. The results provide a benchmarking and forecasting tool that looks at the entire cycle of commercial business transactions. The CMI has gained rapid acceptance among the business and financial community as an economic indicator to both watch and report on.

Member participation in this survey is both welcome and encouraged, and takes less than five minutes each month! However, it is an ongoing monthly commitment.

Visit [www.nacm.org](http://www.nacm.org) for a complete listing and explanation of results.

### Combined Manufacturing & Service Sectors

	Jul '04	Aug	Sep	Oct	Nov	Dec	Jan '05	Feb	Mar	Apr	May	Jun
Sales	65.7	69.1	66.2	63.3	62.5	58.3	51.6	60.6	70.6	71.6	66.7	68.5
New credit applications	57.0	59.8	60.7	57.3	57.0	51.5	50.5	60.5	65.7	64.5	60.8	62.4
Dollar collections	71.0	63.9	65.3	64.7	60.1	61.1	54.2	56.5	63.6	70.2	64.8	63.9
Amount of credit extended	65.7	69.7	66.5	63.7	64.4	61.3	57.2	63.4	71.4	71.3	69.7	68.3
<b>Index of favorable factors</b>	<b>64.9</b>	<b>65.6</b>	<b>64.7</b>	<b>62.3</b>	<b>61.0</b>	<b>58.1</b>	<b>53.4</b>	<b>60.2</b>	<b>67.8</b>	<b>69.4</b>	<b>65.5</b>	<b>65.8</b>
Rejection of credit applications	52.7	53.4	51.5	50.7	54.7	55.0	54.3	50.4	43.9	50.0	51.7	50.8
Accounts placed for collections	56.5	56.5	51.7	54.1	53.6	52.8	51.4	54.3	50.9	50.5	53.2	52.5
Disputes	51.3	49.5	47.3	51.0	50.7	52.3	48.7	49.1	48.8	50.5	49.2	49.9
Dollar amount beyond terms	57.3	56.8	48.9	50.2	50.7	49.9	51.0	52.6	55.1	59.0	55.8	53.7
Dollar amount of customer deductions	51.9	50.0	46.7	48.7	47.9	49.0	47.7	51.1	50.0	49.9	49.3	51.5
Filings for bankruptcies	62.9	61.2	55.5	58.6	60.4	58.5	60.0	58.0	58.5	56.0	52.2	57.1
<b>Index of unfavorable factors</b>	<b>55.4</b>	<b>54.6</b>	<b>50.3</b>	<b>52.2</b>	<b>53.0</b>	<b>52.9</b>	<b>52.2</b>	<b>52.6</b>	<b>52.1</b>	<b>52.6</b>	<b>51.9</b>	<b>52.6</b>
<b>NACM Combined CMI</b>	<b>59.2</b>	<b>59.0</b>	<b>56.0</b>	<b>56.2</b>	<b>56.2</b>	<b>55.0</b>	<b>52.7</b>	<b>55.6</b>	<b>58.4</b>	<b>59.3</b>	<b>57.3</b>	<b>57.8</b>

## National Summary of Domestic Trade Receivables

We have received the Second Quarter 2005 National Summary of Domestic Trade Receivables from the Credit Research Foundation. The quarterly report is an examination of the condition of A/R for U.S. companies. This data has been collected quarterly since 1960. Please call your Member Services Representative for more information.

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## The Legal Corner

By William G. Fig, Attorney

Over the course of the next several months, this column will discuss the "collection process" from the opening of an account through collecting on a judgment.

We will first address how to set up an account so that you have the best opportunity to recover outstanding receivables without having to file a lawsuit. In this area, we will discuss the following: terms and conditions, credit applications, personal guaranties, and security interests. Properly documenting an account at the inception of the relationship is, perhaps, the most important collection tool.

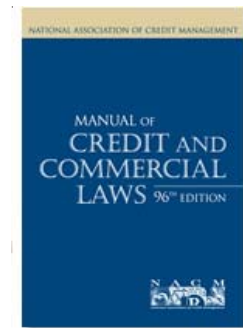
Although costly, it is sometimes necessary to file a lawsuit to enforce an agreement or to receive payment of amounts owed. In the event a lawsuit is necessary, we will discuss the legal process and how you may best position yourself in order to prevail on your claims and, more importantly, collect on any judgment obtained as a result of the lawsuit. One of the most frustrating (and misunderstood) areas of the law is that obtaining a judgment automatically means that you will get paid. This, unfortunately, is not the case. A judgment only gives you the legal right to undertake collection action. We will of course discuss the post-judgment

remedies available to collect on a judgment.

At any time throughout our discussion, I welcome any and all questions that you may have.

*William F. Fig is an attorney with Sussman Shank, LLP. His practice focuses on business litigation, construction law, environmental litigation, and consumer debtor/creditor matters. Bill represents creditors, general contractors, subcontractors, and small to mid-sized businesses. He holds a specialty certificate in environmental law with a focus on hazardous wastes. Mr. Fig has been active as a speaker and presenter at various NACM Oregon seminars. His email is [billf@sussmanshank.com](mailto:billf@sussmanshank.com).*

## Manual of Credit and Commercial Laws



This 96th Edition of the Manual of Credit and Commercial Laws continues the ongoing efforts of NACM to provide business and credit professionals with current information regarding the laws that impact everyday business decisions. With a network of legal professionals as the authors, NACM presents an updated, comprehensive text covering the majority of legal topics that the credit professional encounters on a daily basis. The 96th Edition includes new and updated information, featuring new information on Check 21, preferences, a chapter on the Sarbanes-Oxley Act and more. Paperback, 1,150 pages. The book price is \$70 plus shipping and handling.

Contact Barbara Salazar at 971.230.1182 or email to [bsalazar@nacmoregon.org](mailto:bsalazar@nacmoregon.org) to order your copy today.

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## Internal Job Openings

### Sales



NACM Oregon

#### Collection Services

Well-established collection agency is seeking an enthusiastic, confident self-starter to enhance existing client relationships and sell our services to prospective customers.

Experience developing and maintaining long-term customer relationships preferred. Minimum requirements include exceptional communication skills, computer skills (Microsoft Office), and a 4-yr degree or comparable experience. We offer a competitive base salary, significant incentive opportunities, and an excellent benefit package.

If you meet the requirements above, email your resume & cover letter to [hr@nacmoregon.org](mailto:hr@nacmoregon.org).

An Equal Opportunity Employer

### Human Resources/Staffing



Credentia  
STAFFING RESOURCES

#### Customer Relationship Rep

Specialty niche firm is seeking an enthusiastic, energetic self-starter to join our team. Sell our services to prospective customers; establish & maintain existing client relationships; assist with recruiting and placement of qualified professionals. Minimum requirements: 2-yr degree, business school training, or comparable experience; exceptional communication skills; minimum 2 yrs experience and demonstrated success in outside sales. Previous experience in credit or finance industry preferred. Team player attitude is a must! Competitive base salary, incentive opportunities, and excellent benefit package.

If you meet minimum requirements, to apply, submit your resume and cover letter by fax to 503.245.6055, or email to [staff@credentiastaffing.com](mailto:staff@credentiastaffing.com)

Credentia Staffing Resources, (FKA CrediTemps Staffing) specializing in credit, collections, banking/lending, accounting, and administrative services. Temporary, Temp-to-Hire, and Direct Hire placements!

An Equal Opportunity Employer

## Human Resources Tips

### How Do You Really Know Who You're Hiring

By Valerie Maier, PHR

Okay, so we've all heard the horror stories. Her resume is impressive; she presents a professional, stable, and confident demeanor during her interview; she appears to be perfect for the job. But did you know she lied about her educational background? Did you know she was convicted of embezzlement in 1990?

Unfortunately the statistics are staggering regarding falsification of resumes and employment applications. The three areas where applicants are most likely to falsify information are education/certifications, criminal record, and salary. And while lying about credentials is the most common misrepresentation identified during preemployment screening, a lack of job knowledge is not far behind. Statistics indicate that 27% of job applicants have lied about their education; a lack of job knowledge accounted for 25% of performance issues; 19% had been fired or were deemed ineligible for rehire by a previous employer; and 10% - 14% have criminal conviction records relevant to the hiring process.

Taking people at face value is no longer a safe practice when

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## How Do You Really Know Who You're Hiring?

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recruiting and hiring. So what can you do to ensure you are not putting your company at risk by hiring someone who has omitted relevant facts or even misrepresented themselves or their qualifications?

The more you know about your candidates before you hire them, the more certain you can be that you are hiring the right people for your company. Pre-employment screening is a vital step in the process that could confirm the accuracy, or inaccuracy, of the information a job candidate has provided.

### Interviewing:

One of the best indicators of future performance is past performance. Most hiring managers have conducted job interviews in which they felt that a job applicant was prepared for the interview questions to the point where their answers seemed almost scripted. It's true, most candidates are prepared for standard questions like, "Where do you want to be 5 years from now?" or "What are your greatest strengths/weaknesses?"

Using behavioral interview questions to prompt the applicants to provide examples of their work can be a more accurate reflection of their true knowledge and skills. Questions that begin with "Describe a situation in which . . .," "Give me a specific example of a time when . . .," or "Tell me about a

time when you . . ." are questions that are designed to prompt the applicant to provide specific examples that support what they've reflected in their resume and/or job applications.

### Resume Verification:

Verifying a candidate's identity, employment history, education, licenses, credentials and certifications are essential steps in the hiring process.

### Case Studies:

- One survey reported a candidate who quoted her salary as being \$43,000. When asked to confirm this, her previous employer stated that the salary was actually \$30,500.
- One applicant gave her reason for leaving a company as reaching the end of a fixed term contract. However, the candidate's manager stated that she was dismissed.
- Another candidate who stated that he had never had civil proceedings brought against him by creditors was found to have five County Court judgments in his name totaling \$2,250.

A reasonably written resume provides the person's previous employers in descending order starting with their present (or most recent) employer. Someone who left a job on bad terms may omit that employer from his or her job history, leaving a gap in the record. Even less satisfactory, there may be no dates of employment given or dates so vague that it's not possible to determine someone's tenure.

Also, unexplained periods of self-employment should be questioned.

### Reference Checks:

First and foremost when it comes to references, remember that the applicant chose them for the positive impression he or she thought they would give. However, references still sometimes reveal critical information about applicants.

You should verify the nature of the relationship between the applicant and personal reference and the length of time they have known each other. You may be able to increase the objectivity of the information you receive from the reference if you stress the kinds of responsibilities that the applicant will have if selected for the position.

When checking references, ask leading questions to let the reference provide the information. Instead of saying "John Smith told us that you and he have known each other for 10 years. Is that right?" You might want to ask, "How long have you and John Smith known each other?" Avoid asking questions that can be answered by a simple yes or no. Instead, phrase the questions so that references are required to think about their responses and to answer in their own words.

Even if a past employer won't give details about job performance, just verifying the job dates and job title is crucially important, as this in itself may reflect a mis-representation by the candidate, such as indicating

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they've worked for an employer from 2000-2001, which implies up to 2 years of employment, when the actual dates may have been December 2000 through February 2001; or stating their position as being credit manager, when actually their title was credit administrator.

### Background Checks:

The National Crime Victimization Survey, released by the U.S. Department of Justice in December of 2001, analyzed workplace violence from 1993 to 1999, reporting that on average, 1.7 million violent incidents per year were committed against employees at work.

The Bureau of Justice Statistics reports:

- 67% of criminals released from prison in 1994 were re-arrested for at least one serious crime within the next three years.
- Nearly 60% of sex offenders are under conditional supervision in the United States.

The Bureau of Labor Statistics reports:

- Of the 16.7 million illicit drug users aged 18 or older in 2003, 12.4 million (74.3%) were employed either full- or part-time. Furthermore, research indicates that between 10 and 20 percent of the nation's workers who die on the job test positive for alcohol or other drugs

The financial cost to businesses from theft, violence, and false credentials can be enormous. There are additional costs that are

hard to measure, such as the harm to employee morale or the firm's reputation. Industry statistics suggest the cost of even one bad hiring decision can exceed \$100,000, taking into account the time spent recruiting, hiring and training, and the amount of time the job is left undone or done badly by an unqualified applicant.

Small businesses are the most susceptible to employee fraud, according to the Association of Certified Fraud Examiners (ACFE). In a small company, a single employee tends to have a large amount of responsibility and a small amount of managerial oversight. The ACFE reports that there are two general characteristics of emerging businesses that make them especially vulnerable to employee fraud:

1. Because of the closer relationship between the owner/manager and their employees, you generally have a higher degree of trust that facilitates the fraud of the dishonest employee.
2. The financial controls in the smaller, emerging business are generally casual and unsophisticated.

### Pre-Screening Services:

With your company's reputation, your staff's morale and your profit margins at stake, employers simply cannot afford to forgo the pre-employment screening process. However many companies, especially smaller companies, just do not have the staff, or the resources, to perform in-depth pre-employment screening on their own. A professional pre-employment screener can assist by providing services including interviewing,

reference checking, employment verification, drug screening, criminal and credit background checks, and education and professional licensure verifications.

### What to look for in a pre-screening firm:

**Compliance:** Does the firm provide information to you and the subjects in compliance with the Fair Credit Reporting Act and other applicable federal and state laws?

**Accuracy:** Firms that utilize multiple information sources will be able to provide the most accurate, up-to-date information regarding candidates.

**Comprehensive coverage:** Does the firm provide all the screening services needed by your organization or will it be necessary to use more than one vendor?

**Customization:** While the cost of most reports is minimal, it's important to pay for only what you need. Look for a company that can customize their reports to your specific needs.

**Client Satisfaction:** What client satisfaction guarantees does the firm provide? Is the firm willing to provide customer references for you to contact?

The statistics speak for themselves: pre-employment screening is an essential tool in determining, and validating, the qualifications of today's job applicants. More and more job applicants are misrepresenting themselves and withholding important information about past job performance or even criminal activity in order to gain employment. Why take the risk? Check before you hire!

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## Education

### Good Morning Credit!

The Good Morning Credit classes is an excellent way to learn fundamental credit and collection management techniques or to train new staff. The program starts at 7:30 a.m., so you or your staff can head back to the office by 9:30. Join us for these informative sessions packed with practical tools for immediate use.

7:30 - 9 a.m.

NACM Oregon  
7931 NE Halsey, Portland,  
Suite 201

.15 CEU per class

### September —

#### 13 – Personal Guaranties, Standby Letters of Credit, and Others

Learn about the various ways to add to your security and protect your company when extending credit.

### October —

#### 11 – Out of Court Workouts & Liquidations

Workouts and liquidations tend to be faster, more flexible, and offer greater returns than pursuing a debtor through bankruptcy court.

### November —

#### 8 – International Credit Methods

Learn special methods of extending credit to international businesses.

### December —

#### 13 – Bankruptcy Basics

What should you do when a customer files for bankruptcy? Find out how to best protect your interests while working with your customer and the courts.

### Seminars & Events

#### September —

##### 9 — Certification Roadmap Introduction

Would you like to earn your designation, but not sure how to achieve this goal? CBA, CBF, or CCE are accredited and recognized designations in the credit world. Join us for lunch and we will help you get started on how to attain your goal!

#### October —

##### 4 — Dr. Steven Isberg presents “Understanding Your Customer’s Through Financial Statement Analysis”

This unique and insightful seminar for the intermediate or advanced level credit professional is designed to enable you to apply financial statement analysis in a way that enhances your understanding of what drives your customer’s business, as well as provides insight on the relationship between underlying economic conditions and the development and outcome of corporate strategies.

##### 12 — Bankruptcy Survival Techniques: Changes in the Code

A bankruptcy primer involving a review of the bankruptcy process and terminology, including the filing, creation of an estate, different chapters of the law, the trustee, the debtor-in-possession, reclamation, preferences, and the priority pyramid. This introductory session will be valuable to the individual new to credit and a good review session for the more experienced practitioner.

A review of the recent amendment to the Bankruptcy Code from the perspectives of a bankruptcy lawyer, a

### Seminars & Events, continued

representative of the US Trustee’s Office, and a judge. This will involve discussion of practical issues of bankruptcy. Changes to reclamation, preferences, leaseholds, and other factors in the process will be central topics.

##### 17-19 — Power Up! 18th Annual Western Region Credit Conference, Golden Nugget, Las Vegas, Nevada



For more information contact:  
Deborah Pio, CMP, at  
510.346.6000 ext. 227  
CMA Business Credit Services

##### 20 — Barry J. Elms presents “Conflict Management For Credit Professionals”

Join us for this exciting seminar—you will look at the five keys to building a mutually rewarding relationship between the sales and credit departments. The program will focus on how to develop strategies that combine the goals of “Customer Satisfaction at a Profit.”

#### November —

##### 8 — Financial Statement Analysis (FKA Financial Statement Analysis I) Fall 2005

This five-day class meets one of the requirements for the CBA certification. The objective is to provide the student with a comprehensive introduction to financial analysis as a method used in credit evaluation.

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## Scholarships

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### NACM-Oregon Foundation

- Pacific Northwest Credit Congress (PNWCC)—seven (7), \$300 scholarships.  
Total: \$2,100
- NACM Seminars  
Total: \$1,000  
(Additional scholarships became available for the Barry Elsm Seminar being held October 5, 2005. Contact Lou Rice)
- Certification Fees—to establish files for exams and for continuing certifications and re-certifications.  
Total: \$1,500
- College courses approved and required for accreditation and certification. Includes online courses through NACM National Education Department.  
Total: \$1,000
- Certified International Credit Professional Fee—FCIB online course.  
Total: \$350
- Mid-Career School for 2006.  
Deadline: September 30, 2005  
Total: \$1,500
- Phylliss Clark Scholarships—three (3), \$300 scholarships. Applicants must be a CFDD member and a first-time conference attendee to the Pacific Northwest Credit Conference. One scholarship allocated for each chapter—Eugene, Portland, and Salem.  
Deadline: July 31, 2005  
Total: \$900

Contact Lou Rice for an application or more information at 503.454.1051 or email to [lrice@pacificmetal.com](mailto:lrice@pacificmetal.com).

### NACM Oregon

- Three (3) scholarships for each seminar available (does not apply to National seminars and Good Morning Credit! classes/series).

### CFDD Portland Chapter

- Pacific Northwest Credit Conference—three (3), \$250 scholarships.  
Total: \$750
- Georgia Noble (Basic Credit—one (1), \$100 scholarship).  
Total: \$100
- Phylliss Clark (Basis Credit)—one (1), \$100 scholarship.  
Total: \$100
- NACM Oregon seminars—one (1), \$100 scholarship.  
Total: \$100
- CFDD Seminars—four (4), \$100 scholarships.  
Total: \$400

Contact Charlene Gothard, Land O'Lakes Farmland Feed at 503.286.7188 for more information.

### CFDD Salem/Albany Chapter

- Pacific Northwest Credit Conference—one (1) scholarship for conference registration.

### CFDD Eugene/Springfield Chapter

- Please contact Tony Ceniga, Industrial Finishes & Systems at 541.284.2225.

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## Scholarship Recipients

The following individuals were awarded \$300 each to attend the 2005 Pacific Northwest Credit Conference.

Lori Kimball, NORPAC Foods  
Julie Rees, Kettle Foods, Inc.  
Sandra Texley, CCE, Farwest Steel Corp.

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## Welcome New Members

**Asean Corp.**, a distributor of disposable paper tableware..  
Akiko Kagawa  
503.295.4977  
1000 SW Broadway, Ste. 1170  
Portland OR 97205

**Cascadia Forest Products**, a producer of wood products.  
Carol Breining  
604.648.4549  
925 W Georgia St., Ste. 400  
Vancouver BC V6C 3L2

**Harris Soup Co.**  
**DBA: Harry's Fresh Foods**, a food manufacturer.  
Angela Stanfield  
503.257.7687  
17711 NE Riverside Parkway  
Portland OR 97230

**IQ Credit Union**, a credit union firm.  
Mark Manzer  
360.418.4483  
PO Box 1739  
Vancouver WA 98668-1739

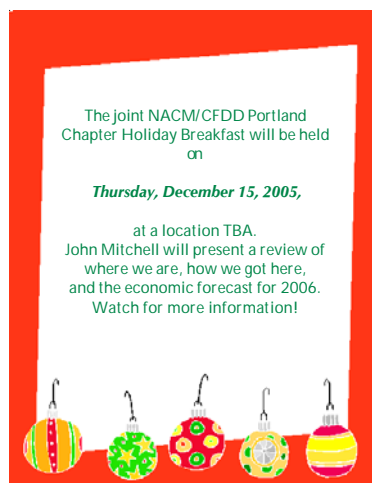
**North American World Trade Group, Inc.**, a lumber and nontoxic chemical broker.  
Tom Chinn  
503.620.6655  
PO Box 230395  
Portland OR 97281

**Oregon Glass Co.**, a manufacturer of flat glass.  
Shannon Hall  
503.682.3846  
10450 SW Ridder Rd.  
Wilsonville OR 97070

**Pacific Lock N Loan**, a distributor of retaining wall products.  
Michelle Harmsen  
503.682.8400  
PO Box 1049  
Wilsonville OR 97070

**Riley Creek Lumber**, a manufacturer of dimension and stud lumber.  
Pam Krank  
208.263.7574  
PO Box 220  
Laclede, ID 83741

**Western Oregon Door, LLC**, a distributor of flush wood doors.  
Ron Tarver  
541.679.6791  
PO Box 1960  
Winston OR 97496



## NACM Helps Hurricane Victims

Board members, employees, and tenants were invited by NACM Oregon president, Rod Wheeland, to participate in a relief effort for victims of the Katrina disaster spearheaded by a local radio station—the response was immediate! When the Z100 van arrived the next morning, a load of non-perishable food items, toiletries, diapers, and cases of water was waiting, along with cash donations to the American Red Cross.



As soon as the van doors opened, the enthusiastic crew wasted no time loading up the donations.



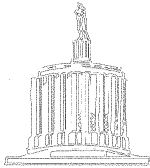
A few members of the NACM van-loading brigade.

# The Business Credit Journal

A monthly newsletter published by NACM Oregon

September 2005

## CFDD Chapters



### Salem/Albany Chapter

Meeting Date: Tuesday,  
September 13, 2005

Location: Red Lion Inn  
3301 Market St.

Networking Time: 5:30 p.m.  
Dinner: 6 p.m.

Topic: "Credit Connection"  
(moved from August meeting)

Moderator: Mark Hallock,  
SAIF, Corp.

Coordinator  
Theresa Quillard  
503.362.3633 x539  
tquillard@airbpavation.com



### Eugene/Springfield Chapter

Meeting Date: Wednesday,  
September 14.

Location: Downtown Athletic  
Club Conference Ctr.  
999 Willamette St.

Networking Time: 5:30 p.m.  
Dinner: 6 p.m.

Topic: "FACTA: The Fair and  
Accurate Credit Transactions  
Act"

Presenter: Patrick Wade,  
Attorney, Hershner, Hunter,  
Andrews, Neill & Smith, LLP

Coordinator  
Rebecca Jarrett  
541.242.7121  
rjarrett@levi.com



### Portland Chapter

Meeting Date: Thursday,  
September 8, 2005

Location: Days Inn City Center  
1414 SW 6th Ave.

Networking Time: 5:30 p.m.  
Dinner: 6 p.m.

Topic: "DMA/Outstanding New  
Member Award"

Presenter: Craig Wessle,  
*Business Journal*

Coordinator  
Charlene Gothard  
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