



Credit Line

A MEMBER NEWSLETTER

JANUARY 2006

Welcoming The New Year

by Dean Wangsgard, CCE
President, NACM Business Credit Services

May we resolve to improve ourselves at home and in the work place. May we establish new goals and objectives to help us grow and improve our overall performance.



Dean Wangsgard, CCE

The employees at NACM are aggressively working to bring you new or improved products, services, and educational opportunities to assist you in achieving your goals. We are upgrading and hosting our web site and hope to have it in place in early January.

The Credit Reporting and Industry Credit Groups' computer system was upgraded providing faster delivery options. We are working diligently to develop a scoring model for the NACM Credit Report. We will continue to strive for advancements to assist you in making quality credit decisions.

A new marketing position, filled by Amanda Martindale, was created to facilitate closer contact with members and to more fully understand your needs which will help us develop products, services, and educational programs to fill those needs.

Industry Credit Groups Dept. - Dave, Julia, Toni and Dixi will continue to refine Group Live to enhance the quality of your group meetings. Regular attendance at

group meeting gives you the very latest information enabling you to make better credit decisions. We are constantly looking to develop new trade groups to meet our members' needs. If you have an unmet need in your industry, please call Dave and we will do everything possible to assist you.

The 2005 Annual Industry Group Appreciation Seminar and Credit Fair received tremendous reviews. Members suggested we move this function back one month – so next year it will be held in November allowing more members to attend.

NACM was fortunate to hire Scott W. Lee in September 2005. Scott brings with him a tremendous amount of knowledge and is directly responsible for the Collection Department. Scott's degrees in Law and Accounting make him well qualified to direct the handling of all your collection accounts. Scott is constantly training our collectors and diligently searching for ways to improve our recovery and communication with you.

Did you know NACM can provide in-house training in collections? Simply give Scott Lee a call to schedule. NACM's new web site was designed to make it EASY to place accounts for Demand or Regular Collection service on-line. If you haven't tried us lately – we hope you will give us a try. We look forward to serving your collection needs.

WATCH FOR THE EDUCATION MIX FOR 06

NACM provides excellent business credit education and is continually searching for ways to assist you in developing your knowledge, skills, and abilities.

A SAMPLING OF WHAT'S TO COME:

Spring Seminar – The Credit and Sales Relationship produces a winning environment for businesses.

Credit Summit – A new seminar designed for CEOs, CFO's, Controllers, and Business Owners. Designed with practical approaches and professional tools to protect accounts receivable portfolios and maximize cash flow.

We will continue to provide our successful Credit Boot Camp, Credit Clinics, and Business Credit Classes partnering with Salt Lake Community College. We will continue to provide scholarship opportunities for those who need the additional support.

Designation Kwik-Start is a free introduction to the professional designation process. We will evaluate where you are in the education cycle and recommend a path that will lead you to achieving your nationally recognized designations.

Intermountain Credit Education League (ICEL) provides outstanding monthly lunch educational sessions in all phases of business credit. ICEL offers tremendous opportunities for educational advancement, scholarship support and leadership opportunities.

Many of you may currently be budgeting for the New Year. Consider joining us in Nashville for the annual Credit Congress. You will receive three exceptional full days of credit management training while networking with peers. Those of you not able to join us in Nashville may want to plan on attending the Western Regional Conference in Las Vegas. Western Regional provides two and one half days packed with credit training.

Your staff at NACM is excited for the New Year and look forward to getting to know you better and serving your needs.

12 (Fairly) Easy Steps to Emergency Preparedness

by April Tanner, Norbest Inc.



April Tanner, Norbest, Inc.

After all that has been going on in the nation and the world, I am sure you have thought about emergency preparedness at home. We plan fire escapes and

do the drills, we have emergency first aid kits, water and food storage, lock boxes at the bank with our important papers and we update this information often. Are you ready at your office as well? We can spend as much time at our offices as we do at home. Unfortunately, too many businesses fail to plan. Even if our companies fail to plan, our departments should plan. In the case of my company, Norbest, Inc. we are very prepared. Our most recent crisis occurred twice in four years. Two credit managers passed away suddenly in that time frame. Norbest, Inc. was prepared with an Emergency Plan both times.

What if this happened to your company? Have you even thought about this? To help you conquer this problem NACM would like to present something new to help you become prepared for a crisis in your credit department in 12 steps. Each month of the 2006 year, the *Credit Line* will contain an article with a new step to take on the path toward the goal of being prepared for any emergency that may come your way. This will not cover what to do if an emergency hits your entire business, that is another topic. This will cover what your department will do in case of an emergency.

If you take the time each month to complete the task listed, by the end of this year, just a short 12 months away, you will be ready. Think of the satisfaction and relief

you will feel for having accomplished this task and how grateful your company will be for your pro-active actions.

If your department already has an emergency plan, please take a moment to review your plan each month to make sure your department plan is updated and completely covers the steps to be taken for each month.

STEP ONE:

Gather supplies, set aside time and finally, think.

SUPPLIES:

Obtain one three ring binder. You can put a red label on it or just buy a red binder (something that stands out on a shelf). The binder should read “**EMERGENCY PLAN**” in bold letters. Start with a 2” or 3” binder but it may need to be bigger based on your situation. You will need tabs, paper and pencil or a word processing file to keep notes. You will also need accessible open space to store your binder to remind you and others that see it and know where to find it. Read a complete copy of your company’s current handbook and policies. Finally, read the emergency plan your company currently uses.

TIME:

Set aside a time every month, schedule it now in your day planner, desk calendar or Outlook type computer file. Do this for the entire year. Try to pick a time you are consistently available every month. In my business, Mondays and Wednesdays and all mornings are very busy. Your business may be different.

Plan a time early in the month to carefully read the step and think about it with time to jot down a few notes. Then compile information needed to complete each task. A helpful hint might be to cut the step out of the newsletter and tape it to your calendar or computer monitor to remind you.

Then set aside a time later in the month to reread the step, and all other compiled information needed for the task. Write/type completed answers and attach all appropriate documents and print outs and place them in your binder.

THINK:

Remember, the loss of a credit manager or credit assistant(s) does not always happen because of a death. It could be a disabling accident, family problems, moving, military service or merely moving on. You or your assistant(s) may not be able to speak on the phone and assist in the continuation of work or finding a replacement.

Think about the answers you might have to these questions and jot down answers. Check your handbook or policies to see if they are answered there and if you agree with what it suggests. In the end, make sure this plan is what will work for you and your department.

Are you the only person who does credit at your company?

Does someone else know what you do daily/monthly/yearly and where to find information needed to perform those tasks?

What would your company do if you were unable to work or communicate with others?

Are you or your company prepared to lose this person during the busy season if your company has one? What about tax season?

Did you include how seasonality affects your job functions?

That is all for step one. After you have jotted down answers to these questions, you will be ready for next month.

Best Wishes for a great 2006

Code

Black: Industry Credit Groups

Red: Other events

January, 2006

NACM BUSINESS CREDIT SERVICES

Schedule Of Events



WWW.NACMINT.COM

Sat./Sun.	Monday	Tuesday	Wednesday	Thursday	Friday
1 NEW YEARS	2 NACM CLOSED	3	4	5 Hardware & Lumber	6 Steel & Welders
7/8	9 Fine Paper	10 Food & Restaurant AT NACM Reg. Contractors	11 Contractors AT NACM National Tele So. West Region	12 ICEL LUNCHEON RED LION HOTEL 11:45 A.M. National Wheel Time	13 Concrete,Paving, Excavating & Waterworks Engineering
14/15	16 Masonry & Wholesale Landscaping Heating & Plumbing	17 Automotive & Truck Suppliers Printers of Utah Floor Covering	18 Advertisers, Media Ut. County Contr.	19 Electrical Industrial Supply Wholesale Florist	20 Diesel Engines Ogden Contractors So. Utah Mechanic Lien Update & SCR
21/22	23	24 Equipment Dealers	25 General Service	26 General Contractors Regional Agriculture Las Vegas	27
28/29	30	31			

BOARD OF DIRECTOR OFFICERS:

Doug Darrington, CCE Chairman of the Board Altaview Concrete, Inc.	Patty Fullmer Vice Chairman BMC West	Shane Inglesby, CCE Treasurer Geneva Rock Products
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Dean Wangsgard, CCE President NACM BCS	Scott W. Lee, JD, CCE, CPA, MBA Vice President & Secretary NACM BCS
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BOARD OF DIRECTORS:

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COUNCILOR:

Susan Lujan, CCE Kenworth Sales Co.	Ernie Daigle, CBA Unisource Worldwide, Inc.
Tyler Steenblik, CBA Young Electric Sign Co.	

Thank You For Your Support!
From everyone at NACM!

Annual Industry Credit Group Appreciation Seminar
December 7, 2005 Red Lion Hotel



Dave Sekino, CCE, NACM Industry Credit Group Manager



Joanne Martin, CCE; Sue Jensen, and Megan Ashcroft belonging to various groups



Bonnie Miller, Intermountain Commercial Record, with member Colleen Rushton, from the Automotive & Truck Suppliers Industry Group



Sandra Brown, "Outstanding Industry Credit Group Member Award" General Service Group



Scout Whetman and Fred Call, both from A G Body and members of the Equipment Dealers Group



Jim Jensen, Doug Darrington, CCE; and Duane Burnett all members of the Concrete & Paving Industry Group



Tyler Steenblik, CBA, Food & Restaurant Group, winning the 'member referral drawing' presented by Barbara O'Brien, NACM Membership Manager



Stephanie Nemanic, a member of the Salt Lake Contractor Suppliers Group and one of the many seminar winners



Belonging to several industry groups are Patricia Davis and Rossy Martinez, Geneva Pipe with NACM's Amanda Martindale

member newsletter

Strength in Members Contest

New Members In Italics

Dawna McCleary referred
Elite Truss Systems

Annette Green referred
Mountain States Plants
Modern Display/Ensign Floral
Red Mt. Wholesale Florist

Ken Kimber referred
Perennial Favorites

Jane Rose referred
Southwest Plumbing Supply

Whitney Davidson referred
Dave's Quality Construction

Wayne Olsen referred
Cache Candle

Doug Darrington, CCE, referred
Beehive Brick & Stone

Clark Smith referred
R & O Construction

Shauna Fox referred
Ascend HR Solutions

Allen Vickers referred
Railworks Wood Products

Colette Read, CBA, referred
Color II, DBA Digital Color

Erik Wright referred
Intermountain Consumer
Professional Engineering

David Law referred
Pacific Tri-Star Company

Welcome New Member

**Full Court Press Of Utah
#5517**
90 West Senior Way
Salt Lake City, UT 84115
Representative: Greg Pappas
Industry: Commercial Printer

**Intermountain Consumer
Professional Engineers Inc.
#5518**
1145 East South Union Ave.
Midvale, UT 84047
Representative: Kay R. Johnson
Industry: Consulting Engineers

Pacific Tri-Star, Inc. #5519
3092 North 2000 West
Farr West, UT 84404
Representative: Lynda Johnson
Industry: Sales/Rental Heavy Used
Equipment

Excel Graphics #5520
201 East Bay Blvd.
Provo, UT 84606
Representative: David Buttars
Industry: Printing

Metro Waste, LLC #5521
3405 West 900 South
Salt Lake City, UT 84126
Representative: Rob Sainsbury
Industry: Waste Removal, Disposal

Salt Lake Auto Paint #5522
585 West 3900 South
Salt Lake City, UT 84123
Representative: Steve Spencer
Industry: Auto Paint

Strength In Members



Membership Contest... now through 3/06

- \$40 for every company you refer who joins before 3/31/06
- Special Appreciation Luncheon just for referring members and their referrals who join NACM

EVERY MEMBER GETS A MEMBER!

Contact Barbara O'Brien at
801-487-8781, ext. 104 or simply
FAX your referrals to her
attention: 801-484-1891
email: bobrien@nacmint.com

CONGRATULATIONS! Newest Professional Designations

Scott Lee, CCE, NACM Business Credit Services
Janae Jeffs, CBF, Muir Enterprises
Amy Eden, CBA, Louis & Company
Tina Colledge, CBA, Ken Garff Enterprises

ICEL Luncheon

Thursday, January 12

Red Lion Hotel

11:45 a.m. — 1:15 p.m.

No Guts—No Credit

by Susan Lujan, CCE, Kenworth Sales



Speaker:
Susan Lujan, CCE

“No guts – No credit
(personal credibility based on ability) – Case
Formulation and Presentation”

Credit Managers make decisions every day
but when that decision is called a “case” even
the most seasoned individual may shudder.
Where do I begin, what do I need and how
do I present it? Take the mystery out of cases
by attending this program.

Susan has been a speaker for ICEL and
other NACM events, including the 2004
Western Region Credit Conference.

Have a guest? This is an excellent time
to share the benefits of ICEL. Notify
Georgette and ICEL will pick up the tab
for your guest.

Cost: \$18.50
For reservations contact
Georgette Bevan at 487-8781,
ext. 116
email: GBevan@nacmint.com

Looking Ahead

January 9—Spring semester begins

January 11, 18, 25—Credit Boot
Camp, NACM Training Center
7:30 - 9 a.m.

January 20—So. Utah
Mechanics Lien and SCR Update
9 a.m. - 11:30 a.m., Holiday Inn
St. George, UT



Doug Darrington, CCE
AltaView Concrete

**January 2006
Outstanding
NACM BCS
Member**

Doug shares his special personality and
gifts as Chairman of the 2005-2006
NACM BCS Board of Directors. He is
also a regular at the Concrete & Paving
Industry Credit Group. Western Region
Credit Conference called on Doug in
2004 to be one of a handful of speakers.

Doug is a Sandy City Community
Coordinator and was awarded by Sandy
City, the VOLUNTEER OF THE YEAR
AWARD FOR 2004.

And, in his spare time, Doug also has a
tax business.

We are grateful to have Doug on our
NACM team!

*We Care About
Our Members*



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