



NACM News

A monthly newsletter published by NACM Business Credit Services

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2009-2010**

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June 2009



A Helping Hand Just When You Need it Most

Your NACM has had a very successful program in place for many years called the **Credit Application Processing Service** (or CAPS as we like to refer to it). **CAPS** is not to be confused with the CAP program (Credit Administration Program) which is equally great.

NACM's Credit Application Processing Service (CAPS) is a great benefit around this time of year or anytime when extra hands around your office are not available. Let **NACM** call to verify credit references for you. We'll also check license & bond information if applicable and pull any credit reports you require.

If you'd like to utilize our **CAPS** just send a fax, email or give us a call with the name/address of the company and any additional information you'd like to receive (credit report etc). A copy of the credit application would be helpful as well. A handy **CAPS** form can now be found under the **NACM Quick Links** area of our site.

NACM is here for you!



- Looking Ahead -

*In observance of the holiday, the NACM office will be closed on Friday, July 3, 2009
We wish you an enjoyable and safe Independence Day!*



National Association of Credit Management
Western Washington-Alaska
2118 Third Avenue—PO Box 21966
Seattle, Washington 98111-3966
(800) 423-5710
www.nacmbcs.org

Payment Card Industry Compliance....Are you at Risk?

New POS machines? New software? Changing procedures?

Vivian Van Keuren, Vice President

The Payment Card Industry Data Security Standard (PCI DSS) applies to every organization that processes credit or debit card information, including merchants and third-party service providers that store, process or transmit credit card/debit card data. If you are one of the above, PCI Compliance is not a request, or suggestion, it is now a requirement. Consequences can be costly – only beginning with hefty fines. Are you familiar with PCI Compliance and the possible effect the standards may have on your company? .

To learn more about what you need to do to assure that your business is meeting the standards, please contact our NACM Credit Card Processing Program representative, Vivian Van Keuren, Vice President, Fifth Third Processing Solutions at 219.660.4717 or vivian.vankeuren@53.com.

Have you Checked out our Website?

Stay informed by visiting our website's sidebar & our Quick Links at your fingertips.

PLEASE NOTE

BANKRUPTCY ITEMS NOWS LISTED ON WEBSITE

You may have already noticed the bankruptcy listings that have been appearing on our site. We are pleased to introduce them at no additional charge.

NACM hopes that this information is helpful to you. Please let us know if you find it helpful.

www.nacmbcs.org

Did you know?

NACM LINKS MAY CHANGE

From time to time links to items on our site may change thus it's very important that you do not save a link to your favorites.

Please save www.nacmbcs.org to your favorites and we'll take care of the rest.

Thank You!!



NACM 2009 Legislative Report

Mark Gjurasic

Public Affairs of Washington, LLC

Dear NACM Member:

Below is a legislative report as it deals with the Governor's signing, all legislation, including the state budget on midnight May 19, 2009. The focus of this report deals primarily with bills impacting construction industry suppliers, as well as, debt collection issues. The report highlights bills which we monitored in the 2009 session.

We want to emphasize the fact that we were able to amend HB 1393 in that in the original bill suppliers were included as a new cause of action but however on behalf of NACM Rep. Judy Warnick amended us out of the legislation. Please see below for more details.

A special thanks to the volunteers that came to Olympia to listen and testify on the legislation.

HB 1022:

This bill allows the two parties in a lawsuit to settle the action before trial while allowing the prevailing party to recover statutory costs.
Effective 7/26/09

HB 1042:

The bill removes conflicts between state and federal law in the Notice of Dishonor form required for a dishonored check. It also clarifies the legal advisory in the Notice.
Effective 7/26/09

HB 1393:

This bill was an attempt to further "regulate" the home builders by allowing "statutory warranties," legal action if defects in a home were not resolved for "defective workmanship" plus other requirements on contractors. The bill in the Senate also included commercial real-estate, which was supported by some members of the Senate. NACM language to exempt suppliers from new liability is still part of the bill. On behalf of NACM, Rep. Judy Warnick exempted the liability language for suppliers out of the original bill in the House Judiciary Committee. The exemption was also retained in the final language in the Senate where the bill died. The bill is alive for 2010 session.
Dead/2009 – Alive 2010

HB 1426:

This bill allows the use of electronic return receipts on certified mail. This reduces the cost of a garnishment by \$1.20.
Effective 7/26/09

ESHB 1709:

This bill adds a number of new restrictions on payday loans. Loans are limited to a state-wide aggregate of 30% of consumer's gross monthly income and to 8 small loans in a 12 month period, a state-wide database is established to ensure compliance, and new installment plan requirements are put into place.
Effective 1/1/2010.

HB 2331:

This bill increases the existing mandatory surcharge on the document recording fee (in the auditor's office) from \$10 to \$30 for the first page for a four year period (making the entire first-page recording fee approximately \$65).
Effective 7/26/09.

SHB 2362:

This bill introduces a set of two-year mandatory surcharges to various legal filing fees, \$10 on filing in small claims court, \$20 for filing in district court, \$30 for filing in Superior court and for appellate review.
Effective 7/1/00

NACM 2009 Legislative Report... Continued

SB 5164:

This bill makes payday lenders subject to many of the same restrictions on collection efforts as collection agencies. The bill defines when and where contact may be made.

Effective 7/26/09

ESB 5213:

This bill increases existing local-option fees in Superior Court: ex-parte fees increase to \$30.

Effective 7/26/09

SB 5277:

This bill creates new local-option fees in district court: \$20 ex-parte fees, fees for copying documents, and fees for authenticating documents.

Effective 7/26/09

SB 5400:

Originally was a bill regarding reverse mortgages, but turned into a collection agency bill that would have required third-party disclosures and conflicted with the FDCPA. Bill did not pass

SSB 5531:

This bill increases the treble damages in Consumer Protection Act suits from \$10K to \$25K (the bill originally was calling for \$75K). It also weakens the evidence required to show "potential for repetition," thus making it easier for a consumer to prove a violation.

Effective 7/26/09

SB 5688:

This bill extends rights to registered domestic partners.

Effective 7/26/09.

SB 6173:

The contractor can only receive the **sales tax exemption – if he applies for it**. "No sales tax exemption" – it's now a **rebate** only if you apply. Lawmakers claim that contractors were receiving an "exemption" and applying it toward none business/commercial project(s). The elimination of the sales tax is projected to generate cost savings to balance the budget of over \$200 (million). The contractor must apply for the permit through the Department of Revenue on a yearly basis.

Effective 1/1/2010

If you have any further questions, feel free to call or email me directly at 360.481.6000 mgjurasic@comcast.net or Don Conklin at DFCNACM@aol.com.

Thank you.

NACM lobbyist: Mark Gjurasic, Public Affairs of Washington

Search for the "**ENTER HERE**" button somewhere on your NACM's website.

Click on the button and send an email with the phrase:
"I Think, Therefore NACM" and qualify to win a prize.

Deadline for entries June 22, 2009

CONGRATULATIONS to the NACM Eagle Eye Members for May!

There were twelve (12) members that found the **Enter Here** button on our website and successfully submitted the Phrase that Pays, "**NACM – Supporting its members in good times and bad.**" The winner of the \$25.00 gift card is Leslie Nelson of Dri-Eaz Products. **Congratulations Leslie and to all the Eagle Eye members for May.**

Lisa Balmert, Albert Lee Appliance, member since 2005
Christina Coulson, Plywood Supply, member since 1954
Donovan Furin, Woodinville Lumber, member since 1984
Heidi Lindgren-Boyce, CCE, Star Rentals, member since 1986
Kathy Hicks CBA, Pacific Industrial Supply, member since 1985
Cindy Jaeger CBF, OldCastle Precast, member since 1982
Leif Krusenstjer CCE, SeaBright, member since 2003
Leslie Nelson, Dri-Eaz Products, member since 1998
Sherri Norton, Pacific Plumbing Supply, member since 1950
Shoni Tiede, Stoneway Concrete Inc, member since 1954
Barbara Trammell, Bayview Building Materials Olympia, member since 1994
Melinda Wells, CBA, Northwest Cascade, member since 1978



Are you Pulling Canadian Reports?

Please Note: Access through Experian's Bizapps site is no longer available for CANADIAN REPORTS. Experian no longer has a contract to resell them and have programmed a pass through to a competitor of this NACM. Should you still be able to access Canadian reports through their site please notify us know immediately. 206.728.6349

This NACM has continued access to Canadian reports through our Customer Service Dept and they are offered at a much lower rate.

\$\$ COLLECTION PROMOTION \$\$

For EACH account you place during the month of June you'll receive a chance to win a \$25.00 gift card. Go to www.nacmbcs.org to submit your accounts or call 800.423.5710/206.728.6333 for additional information.

Use the Collection Agency YOU own and GET RESULTS!

Other important stuff:

- ⇒ Items submitted for collection must be "first placements" only
- ⇒ For this promotion no items can be older than 150 days past due
- ⇒ This promotion applies to NACM Business Credit Services members only
- ⇒ There is no limit to the amount of entries
- ⇒ A random drawing of all qualified entries will take place July 6th
- ⇒ Winners will be able to pick their prize from a variety of \$25.00 gift cards

Five (5) Scholarships to be Awarded

The Scholarship Committee of NACM Business Credit Services is pleased to announce that five (5) scholarships will be awarded from the Alice M. H. McGregor Scholarship Fund.

We want to thank all of those members who have contributed to the scholarship fund so these presentations can be made possible. Most of the scholarship funds come from our Annual Auction held every March.

2009 CFDD National Conference

One Scholarship will be for \$350.00 to the 2009 CFDD National Conference, to be held October 8-10, 2009 in Denver, Co. The scholarship will be awarded to an individual whose firm is a member of NACM Business Credit Services.

2009 Western Region Credit Conference

Four Scholarships will be for \$350.00 to the 2009 Western Region Credit Conference, to be held October 14-16, 2009 in Las Vegas, NV. The scholarship will be awarded to an individual whose firm is a member of NACM Business Credit Services.

To Apply Please go to our website www.nacmbcs.org

Eastside Construction Industry Group Meeting Special Speaker

Thursday, June 25, 2009

Don't miss this month's Eastside Supplier's Group meeting on June 25th.

Jeff Thomas, CBIC in-house legal counsel will address our group on the topic of Washington Contractors License Bond and Insurance.

Make your reservation today!!



NACM's 113th Credit Congress & Exposition

Are you attending Credit Congress?

Please stop by for your gift.

Opening Reception Sunday 4-5 pm

We hope you'll join us in Experian's booth during the opening reception. Those members that visit us will receive a free gift and a chance to win a gift card.

Don & Jan

NACM News - Upcoming Events

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A monthly newsletter published by NACM Business Credit Services

NACM NATIONAL TELECONFERENCES

Monday, July 6, 2009

Construction Credit

Presenter: Greg Powelson

Monday, July 20, 2009

Out of Court Liquidations & Workouts

Presenter: Deborah Thorne

Wednesday, July 29, 2009

Out of Court Liquidations & Workouts

Presenter: Deborah Thorne

Monday, August 10, 2009

Communications

Presenter: Susan Lujan, CCE

Wednesday, August 19, 2009

Strengthening Your Credit & Sales Relationship.

Presenter: Davy Tyburski

To Register for a Teleconference go to:

www.nacm.org/education/teleconfs/shedule09

NACM CFDD—CREDIT & FINANCIAL DEVELOPMENT DIVISION—MONTHLY MEETINGS EDUCATING THE A/R AND CREDIT PROFESSIONAL

For information on CFDD membership or an upcoming meeting, please contact the chapter coordinator listed below.



SEATTLE CHAPTER - JUNE 8, 2009

Topic: "How Investments Get Taxed & How to Take Advantage of the Ripple Effect"

Speaker: TBA

Coordinator: Laura Catherall, CBA

Phone: (206) 764-3087

E-mail: Lcatherall@calportland.com



NACM - Credit & Financial Development Division

SOUTH PUGET SOUND CHAPTER - JUNE 15, 2009

Topic: "Round Table Discussion of Credit & Collection Issues"

Speaker: N/A

Coordinator: Carol Hughes, CBF

Phone: (206) 781-2000

E-mail: Carole@novafish.com



Industry Groups

For more information or to attend a meeting, please contact Ricole Isbey at 206.728.6327.

- Advertising Media/Printers
- Alaskan Suppliers
- Anchorage Food & Advertising Media
- Construction-Eastside
- Construction-Tacoma
- Construction-North Counties
- Floor Covering
- Food
- General Contractors
- Glass Manufacturers
- Graphic Arts
- HVAC
- Marine/Alaska
- Metals
- Waterworks Suppliers
- Wholesale Electrical Suppliers
- Wholesale Lumber

Don't see a group for you? Let us know.

Industry Groups Online 24/7

Your online group system offers you a variety of great benefits.

- ◆ Notify fellow group members of returned checks, bankruptcies, place for collection, broken promises and many other instances
- ◆ When clearing a new account you may want to review all the flashes placed on the account by your fellow group members
- ◆ Save time by adding subjects for discussion online. We may already have the subject in file.
- ◆ Updating a customer? Check out what your fellow group members have previously reported on them by checking out the Group Quick Report. If you need additional information you may send an immediate inquiry by just a click/submit.
- ◆ Current group rosters are available anytime
- ◆ You may even email a group member from the roster
- ◆ Make a reservation and in some cases select

NEED ONLINE GROUP TRAINING?

Request a fun and simple web training and receive your Certificate of Completion.
Call Cate Bardelson at 206.728.6366 or email at IndustryGroups@nacmbcs.org

NACM News

*The views expressed by contributing writers are their own. NACM Business Credit Services assumes no responsibility for any statements or information given, expressed, or provided by the contributing writer.
Articles are not to be taken as legal advice.*

Pre-Collection Letter Service



The NACM Collection Department's **FREE Pre-Collection Letter Service** is a very popular and successful service that members may use in their attempt to collect past due accounts. We encourage you to give the service a try. You will pay no fee on any monies paid by your customer while the account is under the Pre-Collection Letter Service.

How It Works –

1. Place the account using the form below.
2. We then mail an original letter on our letterhead requesting the debtor pay you direct or contact you to make payment arrangements.
3. **Important!** You must keep us advised of any contact you receive direct from the debtor. An unnecessary demand from us could harm your relations with your customer.
4. We will proceed with collection of the account under our normal terms if debtor does not pay within 15 days after the initial letter is mailed, unless cancelled by you in writing.

Please note: We will mail the letter, pay the postage, and advise you of any direct contact received by us. We take no other direct action to collect while the account is in the Pre-Collection Letter Service. Please contact Karla Signs at (206) 728-6339 or (800) 423-5710 if you have any questions or concerns.

Submittal Form

(please duplicate form as needed)

Creditor: _____ **Date:** _____

By: _____ **Member #** _____ **Phone:** _____

The following listed accounts are submitted for your Pre-Collection Letter Service. We will keep you advised of any direct contact from the debtors and we understand that you will proceed with active collection of any accounts that remain open 15 days after the initial letter is mailed, unless cancelled by us.

DEBTOR:

ADDRESS/PHONE NUMBER:

AMOUNT:

1. _____ **Total: \$** _____

Address/Phone: _____

2. _____ **Total: \$** _____

Address/Phone: _____

Mail To: Karla Signs
NACM Business Credit Services
PO Box 21966
Seattle WA 98111-3966

or FAX: (206) 728-6720