



CREDIT BUZZ

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PRESIDENT'S MESSAGE

By Gwen Stroops, CCE
CFDD Phoenix Chapter President



Leadership and Role Model: How Both are Linked to Professional Growth

Have you heard the famous story about a large group of visitors walking through the Magic Kingdom, who all oddly stopped to watch a gray-haired man walk out of his way to pick up a piece of trash? One of the ladies in this group asked the man, "How many custodians are there here in the park?" The gray-haired man replied, "45,000."

The following day the same group participated in the "Traditions" meeting where they saw the same gray-haired man. Michael Eisner, Chairman and CEO of Disney since 1984, humbly introduced himself as one of the custodians. Mr. Eisner is an example of a leader who sets a standard of excellence by 'walking the talk.'

How many times do we hear stories of this nature? I am a firm believer that we can see a connection between positive leadership and customer service at its highest level. Many companies with astounding leaders experience team-driven employees who provide forward thinking and state of the art service, where satisfaction can be felt in the air.

We all know many role models, or those who exert great attributes that contribute to the success of any organization. Books, CDs, and motivational training available on the subject of leadership and professional growth are plentiful. Many authors offer key elements and/or principles a person should possess. Years ago, I read the observations of Debra Schmidt, a customer service provider. Debra stated there are positive results through four fundamentals:

- ◆ Leaders have a vision of what they want to accomplish
- ◆ Leaders delegate and empower
- ◆ Leaders never disrespect their team or their efforts
- ◆ Leaders keep the energy alive

The vision is communicated, and everyone shares in it.

I highly recommend everyone read "Zapp! The Lightning of Empowerment" by William C Byham, Ph.D. It is a book every parent can use in raising children, and is a source for those who simply do not settle for status quo. Empowering is not dumping; it is creating structure, allocating responsibility, providing support, and offering training and resources.

Leaders keep everyone informed. They ask how we are doing? What are we doing? What's happening that's new? The big picture is not a mystery; therefore, the goals when met reap celebration. A leader creates a sense of community.

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PRESIDENT'S MESSAGE *(Continued)*

Leaders rarely talk about their passion; instead, they demonstrate it. Their strength and energy is shown by working through challenges to achieve their vision. They easily create a “buzz” in the organization that keeps the team thrilled to be a part of it all.

As I was writing this article, it reminded me that these nuts and bolts of leadership sound much like what our CFDD organization strives to offer its members. CFDD provides development opportunities in effort to build the leader within each of us through continued education, sharing skills and techniques, and, most especially, mentorship.



*Thank you for your membership!
Your membership is why our organization is great!*

Jwen

A GLIMPSE OF WHAT'S TO COME

By Sheila Roames, CCE, Vice President/Program Chair

It is important during these critical times to keep the tools in our Credit Tool Box **SHARP**. The goal of the CFDD Phoenix Chapter is to ensure our minds are alert, our skills sharpened, and provide vital information that will promote successful decision making during the challenges we will face as credit professionals.

Upcoming CFDD Day presentations are:



November 9 - CFDD Phoenix is proud to offer a **half-day seminar** on “**Time Management & Professional Development**” presented by Kathleen Liles.

Our members have requested Kathleen return, and she is honored to come back and take our CFDD Day to a whole new level. This will be a great opportunity to invite other professionals from every industry.



December 8 - **The 83rd Annual Holiday Luncheon**, hosted by Southwest Business Credit Services (NACM of Arizona) and CFDD Phoenix Chapter. Stay tuned for event details.

If there is a topic that you would like discussed at our meetings or if you are interested in presenting a topic, please contact me. The 2011 calendar is currently being scheduled, and we want to bring benefit to all our members.

Continuing Education Units (CEU's) are available at all our CFDD Day meetings. Watch for your monthly flyer each month, and RSVP early, and remember to bring a friend or colleague!

Please **RSVP** to Eric Volland at evolland@mobilemini.com to reserve a seat.



NEVER STOP LEARNING LIFE LESSONS

by Harvey Mackay

Gordon Dean was an American lawyer and prosecutor whose distinguished career was fairly typical for Washington types. He went to work for the Justice Department under President Franklin Roosevelt, taught in the law schools at Duke University and the University of Southern California. He was appointed as one of the original commissioners of the Atomic Energy Commission in 1949 by President Harry Truman, eventually becoming its chairman from 1950-1953.

When Dean died in a plane crash in 1958, it's said that among his personal effects was an envelope with nine life lessons scribbled on the back. These lessons aren't about the law, or atomic energy, or foreign relations. Rather, they represent wisdom that should be shared and used by people everywhere. These are his superb lessons:

1. Never lose your capacity for enthusiasm.
2. Never lose your capacity for indignation.
3. Never judge people -- don't type them too quickly. But in a pinch never first assume that a man is bad; first assume that he is good and that, at worst, he is in the gray area between bad and good.
4. Never be impressed by wealth alone or thrown by poverty.
5. If you can't be generous when it's hard to be, you won't be when it's easy.
6. The greatest builder of confidence is the ability to do something -- almost anything -- well.
7. When confidence comes, then strive for humility; you aren't as good as all that.
8. The way to become truly useful is to seek the best that other brains have to offer. Use them to supplement your own, and be prepared to give credit to them when they have helped.
9. The greatest tragedies in the world and personal events stem from misunderstandings. So communicate!

The reason I'm so impressed with Dean's lessons is that -- besides being written on an envelope -- they apply across the board, to all ages in every profession. They are simple yet profound.

Perhaps you remember Robert Fulghum's runaway best seller, "All I Really Need to Know I Learned in Kindergarten," which the author says reminds us that the most basic aspects of life bear its most important opportunities. Again, the life lessons contained in Fulghum's book are not complicated. It is their simplicity that makes them universal.

You may have noticed that I end every column with a moral -- a life lesson of sorts. Some of those morals resulted from experiences that taught me that I still have plenty to learn. We have all learned some lessons along the way, including plenty from the school of hard knocks.

NEVER STOP LEARNING ... (Continued)

Through the years I have offered more than 1,000 morals in this column and in my books. Naturally, I have some favorites which have universal applications. Here are my top 15:



- ◆ They don't pay off on effort . . . They pay off on results
- ◆ People don't care how much you know about the once they know how much you care about them.
- ◆ Make decisions with your heart and you'll wind up with heart disease.
- ◆ Pale ink is better than the most retentive memory.
- ◆ When a person with money meets a person with experience . . . here is what happens . . . the person with the experience winds up with the money and the person with the money winds up with the experience.
- ◆ No one ever choked swallowing his or her own pride.
- ◆ Sometimes not getting what you want is a wonderful stroke of luck.
- ◆ If you don't learn from your mistakes, there's no sense in making them.
- ◆ If you think you're irreplaceable, try putting your finger in a bowl of water and observe the hole it leaves when you take it out.
- ◆ People go around all of their lives thinking: What should I buy? What should I sell? Wrong questions: When should I buy? When should I sell?
- ◆ There is a place in the world for anyone who says, "I'll take care of it."
- ◆ Failure is no more fatal than success is permanent.
- ◆ Anger is only one letter short of danger.
- ◆ Ideas without action are worthless.
- ◆ We are judged by what we finish, not by what we start.

Mere platitudes? No, these words hold real meaning for me. No doubt you have learned a few lessons too, and I'd love to hear them. I'm always ready to learn something new!

Mackay's Moral: We are all students of life -- pay attention and take notes!



About the Author

Harvey Mackay is the author of the New York Times #1 bestsellers ***Swim With The Sharks Without Being Eaten Alive*** and ***Beware the Naked Man Who Offers You His Shirt***. Both books are among the top 15 inspirational business books of all time, according to the New York Times. His books have sold 10 million copies worldwide, been translated into 37 languages and sold in 80 countries. He writes a nationally syndicated column for United Feature Syndicate.

EDUCATION NOTES

By Dee Polito, CBA, Education/Scholarship Chair

MENTOR: *A person who has an impact on someone's life through deeds, actions, or words. That impact will assist or facilitate professional excellence by aiding the development of those talents used daily, as well as abilities not yet identified.*

I would like to congratulate those who participated in our Chapter's first Mentor Training Workshop held August 7. The attendees were:



| | |
|--------------------------|-------------------|
| Angelica Gonzalez | Mike Eberhardt |
| Donald Kruggel, CBA | Pam Todeschi, CBA |
| George Urteaga | Ron Brandtman |
| Georgeann Weinhandl, CBA | Rosa Apodaca |
| Judy Rogge, CBF | Tiffany Scott |
| Mayra Plascencia | William James |



Each participant received a Mentor lapel pin and a Certificate of completion. And, thanks to Gwen Stroops, CCE, Nancy Slaughter, CCE, and Ann Beam, CBF, for their help and support in making the workshop a complete success.

All of us, at one time or another, will be both a mentor and a mentee. When someone decides to be a mentor, it is a decision to make an investment in the profession and the people who are part of that profession. The more we invest, the better the profession becomes.

To be an effective mentor, one must perfect their skills. This workshop will guide you in toning the skills needed to become an inspiring mentor. It has been a while since I presented a class, and in doing my homework for this workshop, I found that we sometimes need to fortify our skills . . . skills we often take for granted. We all enjoy the opportunity to help someone, and mentoring can be one of the most rewarding ways to do so.

MEMBERSHIP CORNER

By Ellen Wodiuk, Membership Chair



I am pleased to announce several new members this quarter. The larger our membership base grows, the stronger our chapter becomes.

PLEASE JOIN ME IN WELCOMING THE FOLLOWING

NEW MEMBERS:

- ◆ **Cindy Mortenson**, Customer Care Manager for TD Industries, Inc. Cindy has been doing collections for the Service group for almost 6 years. She is ready to learn more about corporate collections as more of the responsibility will now be done in house at her location. She is looking forward to the mentoring and networking she will receive while attending our meetings.
- ◆ **Daniel Harvick**, District Credit Manager for Ferguson Enterprises, Inc. Daniel has 5 years of management experience and is involved with the NACM HVAC and Plumbing industry groups. It is great to have Ferguson Enterprises involved with CFDD as they have many different offices that service Arizona.
- ◆ **Dan Lehman**, Western Regional Credit Manager for Roofing Supply Group, LLC. Dan has been a member of CFDD for many years while employed with other companies. However, he has recently accepted a position at Roofing Supply, and has brought the company into our group. I know Dan will bring a wealth of knowledge and experience to our Chapter.
- ◆ **Marsha Sparks**, Credit Assistant for LaFarge North America. Marsha is also looking to network with other credit professionals and add to her credit knowledge. She would like to develop her skills to become more effective in all aspects of her current position. She is challenged by working with a Credit Manager who is located in a different state, so let's help her in any way we can.
- ◆ **Mike Wanat**, is the Compliance Officer for the Fort McDowell Enterprises and is looking forward to the educational opportunities that the CFDD luncheons offer. He wears many hats for many divisions at Fort McDowell.
- ◆ **Pam Todeschi**, is of course a familiar face to all of us. Pam renews her membership with us in her new role at Phoenix Pumps, where she is working to help them integrate all the facets of credit to their daily activities. We know she'll do a great job for Phoenix Pumps, Inc.
- ◆ **Claire Card** and **Mayra Plascencia**, a great credit team with Old Castle/Superlite Block. Claire is a seasoned Credit Manager and is Mayra's mentor. Mayra is a Credit Assistant currently working on her CBA. Mayra's goal is to earn her CCE and become a Credit Manager for the Old Castle companies. She is sure to achieve her goal with the skills offered through CFDD and Claire's support.

Thank you for continuing your hard work at recruiting new members, and bringing guests to our monthly meetings.

**KEEP THOSE PROSPECTS COMING AND
EARN YOUR \$25.00 GIFT CERTIFICATE TODAY!**

MEMBER SPOTLIGHT



Judy Rogge, CBF

| | |
|---------------------------|-------------------------------------------------------------------------------|
| CFDD: | CFDD member since 1989 |
| Employer: | Able Distributing Company |
| Title: | District Credit Manager |
| Years in Credit: | 25 Years |
| Education: | CBA, CBF |
| DOB: | October 31 |
| Where born: | Prescott, Arizona |
| Living In Arizona: | Nearly all my life - spent 11 years in Fort Worth, but came back home in 2002 |
| Marital Status: | Married for 28 years |
| Spouse's Name: | Roland |
| Children: | Two children, Ian and Kirsten |
| Hobbies: | Collecting vintage Christmas Ornaments - I'm a FIEND! |
| Favorite Music: | Disco, baby! |
| Traveled to: | Germany, Belize, and Mexico. |
| | My favorite is Belize because my husband and I are divers. |

Best excuse ever heard for non-payment: "I can't write the check because I have gangrene in my wrist".....really!

SPECIAL ANNOUNCEMENT!!

Our "Legal Eagle" continues to soar to great heights!!

Our "very own" Michael R. King, of Gammage & Burnham, has been selected Arizona Best Lawyers 2010 in three categories:

- ◆ Bankruptcy and Creditor-Debtor Rights Law
- ◆ Commercial Litigation
- ◆ Construction Law

This is the third consecutive year Mike has been selected by Arizona Best Lawyers. He has also been recognized in The Best Lawyers in America for four consecutive years, and has many similar recognitions of professional achievement.

CONGRATULATIONS, MIKE !!



CAUSE & EFFECT? OR IS IT REALLY ME?

by Scott Hunter



Scott Hunter is President of The Hunter Partnership Alliance. His organization creates extraordinary organizations through business coaching, speeches, workshops, retreats, and other programs for organizations and associations that are committed to creating breakthroughs in enthusiasm, productivity and profitability. Scott has been a key speaker and presenter at the NACM Credit Congress, and publishes “The Coach’s Corner” Newsletter each month.

The law of cause and effect teaches us that our thinking is the cause of EVERYTHING in our life. I hope you believe me when I say that, because there is now an amazing amount of scientific evidence that it’s true.

In the 1970’s, the Andrew Carnegie Foundation funded the largest research study ever done to determine what makes a successful individual. They surveyed more than 300,000 people in four employment sectors - business, industry, education and government.

The findings speak for themselves. It was found that only seven percent of your success is determined by the knowledge you have, only twelve percent by the skills you possess, and eighty-one percent of your success is determined by your attitude!

So let’s look at this thing called attitude.

Quantum physicists now tell us that your body is comprised of vibrating energy assembled together to form you. You are actually energy focused into human form. They have also found that how you think determines how you feel, and your feelings and your emotions literally determine the frequency of your vibration. Pretty amazing to think about that. You are fundamentally a body of energy that vibrates at a frequency that is directly a function of your attitude.

And then there is a fundamental law in the universe called the law of cause and effect. For every cause, there is an effect. And how this relates to you is: if you are a bundle of energy and everything else in the universe is energy, then you will attract to you that which is consistent with the energy that you are.

So you want to start to think of yourself as being like a magnet that will attract to you that which is consistent with your energy field that, again, is controlled by your feelings/emotions/attitude.

When you are at the lowest of possible emotions, when you have the worst possible attitude -- fear, anxiety, depression, powerlessness and despair -- you attract to you circumstances and events which support you in being fearful, anxious, depressed, etc. I doubt you’d call this a formula for success.

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CAUSE & EFFECT? *(Continued)*

When you work your way up the emotional scale to rage, hatred, seething and wrath, certainly not very positive attitudes, you attract to you circumstances and events that support you in being hateful and seething. Not very good but better than fear.



Do you know people that are angry? Do you find yourself being angry a lot? Like all human emotions and attitudes, it's not right or wrong to be angry. But there are consequences. When you go through life angry, you attract to you circumstances and events that support you in being angry. Not very good.

Here's a pretty common attitude at work: blaming, criticizing, condemning, judging, and thinking badly. Know people that do this? Do you do it? If yes, guess what you'll get?

I've kept you in suspense long enough. I know you want to know what attitudes, what emotions, will literally guarantee your success. Which moods will bring you what you want almost or literally one-hundred percent of the time and bring you what you don't want none of the time. Here's the answer:

Love, gratitude, appreciation, thankfulness, joy, bliss, excitement, enthusiasm, passion and the like.

And here's the most important point of all. What are those things? Where do they come from? Well, they are neither the circumstances of life nor do they come from those circumstances. All of those things are attitudes. They come **ONLY** from you. They need to be generated.

In so many ways, we live in an upside down world. We are so programmed to believe that we get our attitude, our feelings, and our general sense of who we are and how our life is from the circumstances of life. It just isn't true.

We here in the USA have at least as much if not more than people anyplace else in the world yet we are also the unhappiest. More anti-depressants are sold in the USA than the rest of the world combined.

Circumstances are just circumstances. They don't inherently mean anything. You can be incredibly poor and truly happy or fabulously rich and miserable. How you choose to interpret the circumstances of life makes all the difference in the world. And now I hope you see how critical that choice is to your success.

One of my favorite quotes is from "Real Moments" by Barbara de Angeles. She said "Happiness is a choice you make in each moment about how you experience that moment, not a state you one day achieve." And that is so true. We are always at choice. And, it's how we choose to experience life that makes all the difference in the world.



Start generating an every-day attitude of gratitude, appreciation, thankfulness, enthusiasm, passion and joy. You might just come to discover how truly blessed you are. And, given the law of cause and effect, you might just find yourself being showered with blessings!



CONGRATULATIONS!! HURRAY!! WAY TO GO!!

Thanks to the generocity of our membership, we have been able to provide several scholarship awards this year. For many of our members, this is the only vehicle allowing them to continue their education and meet their goals in earning their CBA, CBF, or CCE designation. Our thanks to those who contributed items for the July, August, and September raffles: Tiffany Scott, Rich Adams, Pam Todeschi, Mike King, Gwen Stroops, Georgeann Weinhandl, Eric Volland, and Ann Beam.

Congratulations to the winners!!

| | |
|---------------------------------------------|-----------------------------------|
| Taryn Witt - Bottle of Wine | Irma Leon - Negotiation Book |
| Shannon Bagshaw - CFDD Note Pad Holder | George Urteaga - Freeport Pen |
| Rosa Apodaca - Greeting Cards | Eric Volland - Executive Forum |
| Peggy Klassen - CFDD Luggage Grip | Dee Polito - CFDD Note Pad Holder |
| Pam Todeschi - Wine/D-Back Tickets | Barbara Murkle - Lunchbox |
| Michelle Skipton - Three Amigos Tequila | Ayrika Williams - Greeting Cards |
| Kimberly Purdy - Copper Picture | Ann Beam - D-back Tickets |
| Carisa Woolstenhulme - Three Amigos Tequila | |

Thank you for your participation!!

Please continue to support your CFDD Chapter Scholarship Fund!



BIRTHDAY BLAST



NOVEMBER BIRTHDAYS

Angelica Gonzalez - 4
Stella Ross - 15
Judy Applegate - 22
Mayra Plascencia - 25

DECEMBER BIRTHDAYS

Karl Shipley - 2
Carisa Woolstenhulme - 10
Debbie Ball - 14
Ed Bell - 20
Nancy Slaughter - 27

OCTOBER BIRTHDAYS

Ckayle Godby - 2
Mike King - 19
Judy Rogge - 31

HAPPY BIRTHDAY

If you have a birthday in October, November, or December, and your name was missed in the Birthday Blast, our sincere apologies! We must not have your birth date! If you would like to be included in the Birthday Blast in the future, please send your birth date to: abeam1@msn.com.





THE LEGAL EAGLE

Provided by Mike King, Esq. of Gammage & Burnham

QUESTION: WHAT COULD BE SAFER THAN POST-PETITION SALES OF PRODUCTS TO A CHAPTER 11 DEBTOR FOR CASH?

ANSWER: YOU BETTER MAKE SURE THAT THE CASH YOU RECEIVE IS NOT SOMEONE ELSE'S CASH COLLATERAL OR THE BANKRUPTCY COURT MAY MAKE YOU PAY IT BACK.

Imagine the dismay of Marathon Petroleum Company when the bankruptcy court entered judgment against it for \$1,960,088.91 for the cash it had received for petroleum products it had sold to Delco Oil during the Delco Oil Chapter 11 bankruptcy proceedings! After all, post-petition sales to a debtor in bankruptcy are entitled to be treated as administrative priority claims and paid ahead of general unsecured claims. Moreover, a contemporaneous cash sale is about as safe as anyone can imagine. So what went wrong that Marathon Petroleum had to pay \$1.9 million back to the bankruptcy trustee? Marathon Petroleum learned that Murphy's Law preempts all others!

Delco Oil was a distributor of motor fuel. Marathon Petroleum had sold petroleum products to Delco Oil since 2003 under a sales agreement. On October 17, 2006, Delco Oil filed for Chapter 11 bankruptcy protection seeking to reorganize its business. Because Delco Oil needed to stay in business, it continued to buy petroleum products from Marathon Petroleum by paying cash for those products. Between October 18, 2006 and November 6, 2006, Marathon Petroleum received more than \$1.9 million in cash for the petroleum products it sold to Delco Oil.

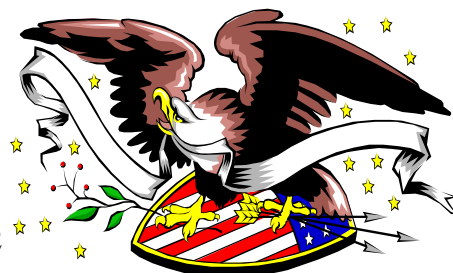
Unfortunately, in December 2006, Delco Oil converted its bankruptcy to a Chapter 7 liquidation and a trustee was appointed. The trustee sued Marathon Petroleum to avoid the post-petition cash transfers for the products sold. The court told Marathon Petroleum to pay \$1,960,088.91 to the bankruptcy trustee. Why?

Marathon Petroleum was not careful enough when it began doing business with the Delco Oil bankruptcy estate. Delco Oil had entered into a financing agreement with CapitalSource Finance in April 2006. CapitalSource loaned money to Delco Oil and took a security interest in all of Delco Oil's personal property, including collections, cash payments and inventory. When Delco Oil filed for bankruptcy, it asked the court for authorization to use CapitalSource's cash collateral to continue operating the business. CapitalSource objected and on November 6, 2006, the bankruptcy court denied Delco Oil's request to use the cash collateral to continue business operations. Unfortunately for Marathon Petroleum, it had done \$1.9 million in cash business with Delco Oil between October 18 and November 6. The cash it had received for its petroleum products was CapitalSource's collateral!

What should Marathon Petroleum have done differently? The obvious, but not very satisfying, answer would be refuse to sell the product. If that were the standard response of all vendors, no company would ever be able to reorganize in Chapter 11 bankruptcy proceedings because no company would be willing to provide goods or services after the filing of the bankruptcy petition.

Let's look at the problem more closely. The Bankruptcy Code does not allow the debtor to use cash collateral after the filing of the bankruptcy petition, unless the secured party agrees that its collateral may be used. Alternatively, the bankruptcy court can authorize the use of cash collateral if, after notice to interested parties and an opportunity to be heard in opposition, the court finds that the secured party's

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THE LEGAL EAGLE (Continued)

interest in the cash will be adequately protected. 11 U.S.C. 363(c)(2). “Cash collateral” is defined by the Bankruptcy Code as:

[C]ash, negotiable instruments, documents of title, securities, deposit accounts, or other cash equivalents whenever acquired in which the estate and an entity other than the estate have an interest and includes the proceeds, products, offspring, rents, or profits of property . . . Whether existing before or after the commencement of a case under this title.



11 U.S.C. 363(a). So if the debtor does not obtain the consent of the secured party or the approval of the court for the use of the cash collateral, it has no money to spend. As the Eleventh Circuit Court of Appeals stated: “(1) The bankruptcy code prohibited the transfer to Marathon altogether, because CapitalSource had a perfected security interest in Debtor’s cash proceeds while they were in Debtor’s hands, and (2) the bankruptcy code allows the trustee to avoid and take back unauthorized transfers.” The “Debtor was not authorized to transfer the funds to anyone post-petition without the permission of Capital-Source or the bankruptcy court.”

So although a debtor-in-possession may “enter into transactions, including the sale or lease of property of the estate, in the ordinary course of business, without notice or a hearing . . .,” using the secured party’s cash collateral is not “in the ordinary course of business” under 363(c)(2).

Thus, if you want to do business with a debtor in Chapter 11 proceedings, you must first determine the status of the “cash collateral.” Does the bank have all of the cash tied up? Has the debtor obtained permission to use the cash collateral? Without knowing that the debtor has spendable cash, you cannot afford to make the sales.

Marathon Petroleum should have participated in the hearing where Delco Oil sought to use the cash collateral. Marathon Petroleum needed a court order authorizing the use of cash collateral at least to the extent necessary to pay Marathon Petroleum for the products it would sell to Delco Oil. Marathon Petroleum needed to be diligent about the bankruptcy proceedings and become involved in them to make sure that its interests were being protected.

Still, one intuitively thinks that a COD transaction should be safe. Ironically, Marathon Petroleum may have been better off extending credit on a “super priority basis” with the appropriate court order under the Bankruptcy Code. Whether it wanted to sell for cash or extend credit, Marathon Petroleum should have gotten court authorization for the debtor to spend the money for the products purchased.

There are many ways to safely structure post-petition transactions with Chapter 11 debtors-in-possession. Asking the right questions and obtaining prompt legal advice are crucial to make sure that you are not jeopardizing your business.



Mike King is one of our most dedicated members. We salute him for his many contributions to CFDD. If you have questions regarding post-petition transactions with debtors, he will be happy to help you. Please feel free to give him a call at the law offices of Gam-mage & Burnham, P.L.C.



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.*

PHOENIX CHAPTER OFFICERS AND BOARD 2009—2011

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Original articles for publication are encouraged. Previously published and copyrighted articles of interest to the credit community will be reprinted if permissions are given.

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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-Phoenix Chapter.

Ann Beam, CBF, Editor, CFDD Credit Buzz

NACM



Phoenix Chapter

Credit and Financial Development Division