



INAFP

Inland Northwest Association for Financial Professionals

INAFP NEWS

January 2009

www.inafp.org

November Meeting Recap

“How to minimize information fraud and protect yourself from payment fraud”

Cherilyn Day, Treasury Management Sales Officer - Wells Fargo Bank provided a great overview on fraud prevention. Cherilyn reminded us the more we know about what is going on in the fraud arena the better prepared we can be on both the personal and company level. The presentation focused on two types of fraud, Information Fraud and Payment Fraud.

Information fraud and how to minimize risk

- Do not ever give out personal or company information such as account numbers, social security or tax identification numbers or any other identifying information without identifying and verifying the requester.
- While using the internet, use security features such as pop-up blockers, scam and virus prevention.
- Before opening email beware of junk mail, spam or emails that may contain viruses.
- Maintain current virus software and run the programs periodically on personal and company PCs.
- Beware of telephone scams offering free gifts; if it seems too good to be true, it probably is.
- To avoid mail fraud, collect mail promptly, do not mail letters from home; be aware of when bills/statements should arrive.
- Shred all discarded mail.
- Protect yourself by knowing who is contacting you; guard your financial information and report all violations.

Payment Fraud and how to stay safe

- Two types of payment fraud, check and electronic including ACH and wires.
- Companies can reduce payment fraud by:

- Know your employees, keep authorizations up to date, know your vendors and protect your access credentials
 - Segregation of employee's duties.
 - Safeguard check stock, signature stamps and cleared checks.
 - Move from paper based to electronic payments.
 - Use bank services that reduce the risk of paper fraud and electronic fraud such as positive pay and ACH filters.
 - If using credit cards for payments, set proper limits and MCC codes on each card.
 - Safeguard your operations by implementing a security plan, using fraud reduction tools, having proper administrative controls in place, conduct regular audits and examine bank statements in a timely manner.
 - Report immediately any unauthorized transactions.
- According to the 2008 AFP Payments Fraud Survey:
 - 71% of organizations experienced attempted or actual payment fraud in 2007.
 - 58% of organizations with annual revenues under \$1 billion were victims of payments fraud in 2007.
 - 94% of organizations that experienced attempted or actual payment fraud in 2007 were victims of check fraud.
 - 63% of organization subject to payments fraud suffered no financial loss resulting from the fraud.

Employee Motivation: “A Powerful New Model”

Harvard Business Review (08/08) Vol. 86, No. 7, P. 79
Nohria, Nitin; Groysberg, Boris; Lee, Linda-Eling

This abstract was adapted from an article published in Harvard Business Review.

Managers are constantly striving for new ways to motivate their employees. Researchers have identified four behaviors that motivate employees--the drive to acquire, the drive to bond, the drive to comprehend, and the drive to defend. To determine what specific actions managers can take to satisfy these internal drives, researchers surveyed 385 employees working for two international companies and 300 employees from Fortune 500 companies.

Researchers utilized four measurements for job motivation--engagement, satisfaction, commitment, and intention to quit. When employers satisfied all four motivational drivers, it accounted for 60 percent of a worker's motivation. Reward systems are the tool most often used by employers to satisfy motivational drivers because it rewards good performance and offers the best opportunities to those employees who are dedicated and talented.

Meanwhile, creating a teamwork culture can help satisfy a worker's need to bond through collaboration and open communication. Managers also must create jobs that are meaningful to workers, but that also challenge them. With fair, honest, and transparent performance management and resource-allocation processes, employee's drive to defend can be easily met, say researchers.

January's Meeting Topic

Please join us on January 28th and our speaker Andrew Livingston from Deloitte & Touche for a discussion on “Auditing & Investor Concerns in the Current Economic Environment.”

Andrew has been with Deloitte & Touche, LLP for 4-1/2 years serving as an Audit Senior in Audit and Enterprise Services. Andrew is a 2004 graduate of Gonzaga University with a BBA concentrating in accounting and finance.

2009 Northwest Summit for Financial Professionals – Save the Date!

The Twentieth Annual Conference will be held in Seattle on May 20-22. This conference brings together treasury professionals from various Northwest regions providing dynamic networking opportunities. The conference is designed for all levels of treasury management expertise including Treasury Managers, CFO's, Controllers, Accountants, Lawyers, and providers of treasury management services in both practitioner and managerial roles. We will keep you updated as the details of the conference are finalized.

Individuals and home businesses: A survival plan for important documents

From AccountingWEB.com – September 2008

When storms ravage the country, we often concentrate on how lucky we are if we're not in the path of the storm, but fail to consider the possibility that the next storm might just be a direct hit. Before you find yourself bailing out the basement, try re-examining your own readiness to react, should catastrophe strike your home.

Most of us know what to grab should we need to evacuate on short notice and many of us have these items in an easily accessible location, ready to be loaded into the car in five minutes' time.

Gallon jugs of water, a case of Power Bars, extra clothing, even a bag of dog chow - these items you can probably lay your hands on instantly. Can you say the same for your family's birth certificates, copies of your income tax returns, or your will?

Locating important paperwork as you race out the door may be hard to do. Many financial planners have advised their clients to create a "Beneficiary Book" to help heirs or executors handle their final affairs; the same idea can be implemented in the event you are forced to flee your home.

Here is a quick check-list of important papers you should be able to quickly grab and take with you, as recommended by experts from the banking and financial fields. Please take a moment to print this and use for reference as you gather your important papers:

- Birth certificates and adoption papers
- Social Security cards and earnings report
- Health and school records
- Marriage certificates and/or divorce decrees
- Title, deeds and registrations for property, including vehicles
- Mortgage and other loan information
- Insurance policies
- Investment policies
- Investments records
- Credit and ATM cards
- Credit card statements
- Photo IDs, such as drivers' licenses and passports
- Medical records and immunization histories for children
- Medication list and prescription numbers
- Recent credit report
- Checkbook with blank checks and deposit slips
- Safe deposit box key

Records you should be able to get your hands on that specifically relate to a home business:

- Business licenses and certificates
- Tax exemption certificates
- Employee identification information
- Supplier and shipping contact lists
- Computer backup

If you gather original copies of your important documents, experts advise you take steps to guarantee their safety. Slip plastic covers over the papers, and store them in a fire- and water-proof strong box. Make copies of your documents and store those in a safe location away from your home.

And when it comes to hard copies and strong boxes, experts also make this warning: Strong boxes can float away. They suggest you scan and save copies of your documents on your computer and then e-mail the documents to yourself so you can download and print them once you and your family are out of harm's way. To make sure you can access your e-mail account no matter where you find refuge, you may want to create an e-mail account on one of the servers such as Yahoo!, AOL, gmail, or Google, which can be accessed on any computer.

And one more thing experts advise: Don't forget cash. Cash works when loss of electricity renders useless your ATM and credit cards. Make a withdrawal as you can as soon as you receive a warning that a natural disaster is pending, BEFORE the disaster actually strikes.

Once the danger has passed and you can return home, put the money you haven't spent back in the bank.



President's Message

Happy New Year!!!

Here we are at the conclusion of one historic year and the start of another. In 2008, we saw the credit markets grinding to a halt, the election of our first African-American President, one of the worst annual outcomes of the stock markets since 1931, and a record snowfall in Spokane for the month of December. With 2009, it appears the economy will take historic measures to revive, our new President will soon be taking his place in the Oval Office, and unemployment is reaching historic levels. On a positive note, temperatures of late are warmer than normal and the snow has subsided, at least for now.

The INAFP has many timely topics coming up this year, starting with Andrew Livingston from Deloitte & Touche, LLP speaking to us about ***Auditing & Investor Concerns in the Current Economic Environment***. Next month, we have Chad Dickson from Wells Fargo giving a presentation on ***Optimizing Working Capital***. April we will have Stephen Prince from Merchant-e Solutions providing a ***Credit Card Industry Update***.

We are still looking for speakers for March and May. Remember that those CCM's or CTP's that give a presentation can earn 2 continuing education credits. If you have a topic you would like to present, please contact Denise Burns (Denise.Burns@avistacorp.com). If you have suggestions for a meeting speaker, Denise would be glad to hear from you as well.

Also, the Regional Conference is coming up. This year's conference will be held at the Seattle Westin, May 20 – 22. More information will be available soon.

I wish the best to all of you in the coming year. Hope to see you at the meetings.

Best Regards,

Brian Eldred

2008 – 2009 Board of Directors:

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