

## NEW REPS

**Michele Pancotto, CCE, CICP**  
Clipper Group

**Rachel Rife**  
Ferguson Waterworks, GA

**Steve Seko**  
Plano Molding Co.

**Audrey Kostch**  
Coilcraft

**Ted Skiba**  
MSRF, Inc.

**Joe McKenna**  
Tarkett Inc.

## Illinois Construction Stuff and Stuff

*By Norm Cowie, CCE*

First, I have to give a shoutout to Joe Colasuono from Advance Electric Supply. With all of the fraud and everything going out there, Joe told a story the other day that made me feel all warm, serene and happy with life. At least for a minute or two.

Anyway, the story started with a flash e-mail from our NACM Electrical Distributors Group passing along a message from Joe warning that someone had placed an order for material with them.

Something struck them as odd about the order, so they called their customer to confirm the order. Their customer said that there was no such order nor an employee by that name.

Rather than just telling the bum to shove off, Advance let him come in to pick up the order and told him to pull around to the loading dock. When he did, they simply blocked him in and called the cops, who arrested the nefarious rascal, who turned out to be an ex-employee of the customer.

Contrast this to a story where a young European woman tormented us for three weeks by bouncing stolen checks on us drawn on different accounts. We sent a flash out on this, and one of our competitors, Villa Park Electric

Supply, later responded with an e-mail that the woman tried it with them, too.

But alerted by our alert, they were suspicious and rejected the sale. But not before getting a picture of the woman and the license number of her vehicle.

Thanks to the picture, we were able to confirm that all three of the checks we had gotten were the same young lady.

Anyway, our counter people followed the check guaranty rules on two of the checks, but not the third, so I filed a police report with the Chicago Police Department. But I gotta admit, this ain't going nowhere. The dispatcher bluntly told me they are overburdened with real crime, and \$1,800 isn't enough to get them excited.

Now, if the same scumbag had robbed us of just \$18 at gunpoint, they'd be all over it.

And here's a case where we have proof that the lady had at least three stolen checks, we had her picture, her license number, and even her Facebook page. Anyway, with all that, the cops weren't interested because, well, you know, that \$18 armed robbery thing just takes precedence.

White collar crime, you gotta love it. That might be why it's so popular in these financially difficult times. Crooks know they can get away

with it.

I guess I can't blame the system, because the system is so busy looking for creative ways to tax us they don't have time to serve us. Or, from their point of view, if they got enough from us in taxes, they could afford to put in the manpower to serve us. I guess this is one of those chicken/egg things.

But I've always been a glass half full person, which is probably why I spend so much time in the restroom—that or my bladder is just going infirm along with the rest of me—so let's look at the positive.

Because of our e-mail flash system, Villa Park knew to be aware. Because of the same system, Advance reminded us to be sure you know your customer. In other words, by working together, we competitors could all help each other.

See, that's one thing criminals don't get. Competition does not make enemies.

Later, y'all. Stay warm and good luck staying clear of scam artists, crooks and criminals.

- Norm

## Diane Thompson Promoted to Association Support Coordinator



Diane Thompson of NACM Gateway Region has recently been promoted to Association Support Coordinator for all NACM Connect affiliates. In this role,

Diane will add Credit Reporting Support to her current responsibilities within the Education

and Group Services arenas.

Diane has been a member of the NACM Gateway Region staff since 2009. She serves the Gateway members in scheduling and coordination of educational activities, including the fall Credit Conference and the CAP and ACAP classes held at the Association offices. She also plays instrumental roles in the success of the educational programming in Chicago, Buffalo and Wisconsin.

Diane also serves as the group administrator for seven of the eleven industry credit groups managed by NACM Gateway Region. Her new responsibilities will include credit reporting file analysis and training for all NACM Connect members.

Please join us in wishing Diane well in her new expanded role.