

THE NATIONWIDE STANDARD

Vol. 4, Issue 3

A Free Newsletter for Our Clients

9/19/2008

Serving you since 1987

Our Mission

"We are committed to being the foremost provider of accurate information and quality customer service at a competitive price for our clients."

Nationwide Real Estate
Tax Service, Inc.
425 Tesconi Circle
Santa Rosa, CA 95401
(707) 528-7852
(800) 528-7803
(707) 528-1420 FAX
www.nationwidecompliance.com



Certified since January 2005

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CORRECTIONS, DELETIONS, & AUDITS... OH MY!

A key component of our ability to serve our lender clients effectively lies in accurate record keeping. When our records match our client's records, everything runs smoothly and timely. But when there are inaccuracies in the data, it affects productivity.

It could be a simple online data entry error. It could be a loan that was paid off that is still in our system because we were not notified. Or it could be that audit that was never completed.

The point is when it comes to issuing flood certs or flood re-certifications or property tax tracking and reporting, the more erroneous or invalid data that is in our system, the more cumbersome the work load. This can lead to delays in receiving the reports that you rely on.

So remember to include us into your loan process. Double-check your online data entry before submitting an order. When a loan pays off, notify us so that we can clear it from our system. When we send an audit, make time to attend to it.

All of this helps us to serve you better. Here are some tips to make things run smoother:

- Print your confirmation sheets after placing an order online and keep them with your loan documentation
- If you made a mistake, correct it on the confirmation sheet and fax it in
- When a loan pays off, use the confirmation sheet as a queue to notify us of the deletion. Fax it in or delete it online
- When you request or receive an audit, think of ways to address it soon so it doesn't get overlooked (perhaps by delegating it to someone or devoting 20 minutes a day to it)

Thank you for making us a key part of your process!

Did You Know?

- You will create a duplicate order on Tax-Tie if, after you place an order, you select the "Back" button on your web browser and press "Submit" again
- Punctuation is unnecessary when submitting an order --- it actually creates more work for us because we go back and remove it manually!
- However, punctuation in parcel numbers is beneficial to us!

Quotes for the Quarter

"Talk is cheap because supply exceeds demand." (Author Unknown)

"Some people drink from the fountain of knowledge, others just gargle." (Robert Newton Anthony, American writer)

Quarterly Activity

Examine what makes a widely used saying or famous quote so widely used and famous. Take this quote by Abraham Lincoln, for example: *“In the end, it’s not the years in your life that count. It’s the life in your years.”*

There are basically 2 elements to it. One is that it contains certain wisdom. Two is that it is easy to say, easy to remember.

We fall back on quotes, sayings, proverbs because they help ground us and guide us. They remind us that life doesn’t have to be so complex and that we can say a lot with just a few words. Above all, slogans motivate and inspire.

Create A Slogan:

1. Start with a topic, like “Teamwork.”
2. Break into groups of 3-5 people. Each group will be responsible for creating their own slogan.
3. Write down key ideas and words from each individual’s ideas and definition of the topic.
4. Brainstorm ways to include elements from each individual into a sentence or two.
5. Whittle the sentence(s) down into a short saying that (1) contains wisdom, and (2) is easy to say/remember.
6. Have each team share their slogan with the others.

Lesson: Creating a slogan as a team generates enthusiasm and an atmosphere of bonding. Employees are much more inclined to get behind a message they have helped create rather than one that has been created for them.

Follow-Up: This is also a great exercise for groups or departments to generate a common camaraderie. If your budget permits, get company T-shirts, coffee mugs, or post-it notes with each team’s slogan emblazoned on it. When work gets hectic or stressful, team members can fall back on their slogan to provide inspiration and motivation. After all, that is what they are for.



Nationwide’s Slogans

At Nationwide, we engage in each quarterly activity before we publish them in our newsletter. Except we actually engage in team building activities on a monthly basis, not just quarterly. We hope you and your employees get as much out of these exercises as we do.

The Quarterly Activity presented here in this newsletter, *Create A Slogan*, we participated in last month in August. In our groups we were given a list of famous quotes by famous people for guidance and inspiration. It felt a little daunting trying to come up with an inspirational saying that could compare with what those famous people had spoken.

But in the end, we had to hand it to ourselves... they weren’t that bad. In fact, they were actually pretty good and we felt proud of our accomplishments! The topic was “Teamwork” and you can judge for yourself:

- *Teamwork is as much “I can do it” as “we can do it.”*
- *Individually we are many. Together we are one.*
- *We sum more than one, but are equal to each other.*

We wish you equal success in creating your slogans!

Hours of Operation:
Mon – Fri, 8am – 5pm

Important E-Mails:

General Info

info@nationwidecompliance.com

Business Development

scott@nationwidecompliance.com

Flood Questions

flood@nationwidecompliance.com

Tax Questions

tax@nationwidecompliance.com

Management Team:

President – **Linda Walling**
VP / Tax Dept. – **Marci Dyche**
Geologist / Flood / Information Technology – **Dani Foster**
Director of Business Development – **Scott Byorum**

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Columbus Day, 10/13

"Mistakes are the portals of discovery." ~ James Joyce

Halloween, 10/31

"I'll bet living in a nudist colony takes all the fun out of Halloween." ~ Author Unknown

Daylight Saving Ends, 11/2

Turn clocks back 1 hour at 2am on Sunday.

Election Day, 11/4

"Bad officials are elected by good citizens who do not vote." ~ George Jean Nathan

Veterans Day, 11/11

"Freedom is never free." ~ Author Unknown

Thanksgiving Day, 11/27

"Thanksgiving, after all, is a word of action." ~ W.J. Cameron

Hanukkah, 12/22

"May the lights of Hanukkah usher in a better world for all humankind." ~ Author Unknown

Christmas Day, 12/25

"Christmas is the season when you buy this year's gifts with next year's money." ~ Author Unknown

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FEATURED EMPLOYEES

Kids At Work

Recently, we engaged in a fun activity by submitting our kid photos to our resident artist Donna Demoss, who made a collage for us to guess who's-who. Above is the result. Each of us divulged a little known fact to aid (or hinder) the guessing.

1. **Donna Demoss** – has 35 first cousins
2. **Linda Walling** – once took belly dancing lessons
3. **Dani Foster** – played the drums in elementary school
4. **Marci Dyche** – has been on a luge ride
5. **Jocelyn Bigall** – has an inquisitive interest in forensic science
6. **Scott Byorum** – has a blog that he posts to every Sunday (www.scottbyorum.mysite.com)
7. **Gail Deckman** – loved to play with boys at age 8 because of their cars and trucks
8. **Ron Felly** – does puppetry at shows and events, creating his own puppets and scripts
9. **Corina Roerden** – shaved her head at age 15 in order to be a punk rocker for Halloween (something she regretted until it grew out...)

Donna is a professional artist with a focus on collage. She did a fabulous job with this arrangement and we all enjoyed participating in the activity. Work can be kind of serious sometimes. It is good to lighten it up once in awhile. =0)



Just For Laughs

The Gambler

As I was entering a casino in Vegas a man approached me and asked me if I could loan him \$800 for a medical operation his wife desperately needed.

I said to him: "How could I be sure you are not just going to go into this casino and gamble it away?"

"Oh no," he replied. "I have gambling money..."

Tight Budget

She told me we couldn't afford beer anymore and that I would have to quit.

Then I caught her spending \$65.00 on make up.

I asked her how come I had to give up stuff but she didn't.

She said she needed the make up to look pretty for me.

I told her that was what the beer was for.

I don't think she's coming back.

The Optimist

The optimist fell ten stories and at each window he cried out to his frightened friends below:

"Well, I'm all right so far!"

The Bar

A man walked into a bar. It hurt.

Two men walked into a bar; the second one should have seen it coming.



The Tale

Wed Jan 16, 8:32 AM ET

LONDON (Reuters) - Bad news for Coco and Binko -- children don't like clowns and even older kids are scared of them.

The news that will no doubt have clowns shedding tears was revealed in a poll of youngsters by researchers from the University of Sheffield who were examining how to improve the decor of hospital children's wards.

The study, reported in the Nursing Standard magazine, found all the 250 patients aged between four and 16 they quizzed disliked the use of clowns, with even the older ones finding them scary.

"As adults we make assumptions about what works for children," said Penny Curtis, a senior lecturer in research at the university.

"We found that clowns are universally disliked by children. Some found them quite frightening and unknowable."

- (Reporting by Michael Holden;
Editing by Steve Addison)

WORD WEIRD

BELlicosE: favoring or inclined to start quarrels or wars.

ETYMOLOGY: Middle English, from Latin *bellicosus*, from *bellicus* o war, from *bellum* war

FEEDBACK ABOUT THIS NEWSLETTER?

Please e-mail Scott Byorum:
scott@nationwidecompliance.com

The Nationwide Standard is published quarterly for its lender clients. It can be viewed online at www.nationwidecompliance.com. Click on "LINKS".

LINKS

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