

# Client Connection

December 2010

From the desk of Victor E Hemard Jr, President

## It's A Wonderful Life!

Miss me yet?

As you can see this is the December issue of Client Connection. So where was September though November? Sorry. I got caught up in the day-to day operations of serving clients and just got way behind.

For a while there, I felt like George Bailey of "It's A Wonderful Life." I was working crazy hours and still not meeting my goals for starting new clients and helping existing clients improve their business operations. I was wrapped up in paperwork. My client didn't send his photos for my client success story article. I spent all night at a chip mill helping a client recover their data, a task that would have taken less than an hour with the right backup system. The cutoff valve failed in the bathroom at home and soaked the carpet. My life was crap!

Now, I'm gong to stop right there! I always pride myself on being optimistic and positive and I don't plan to start complaining now.

Just as George Bailey realized how much he has to be thankful for, I decided to start appreciating all the



**Merry Christmas and Happy New Year!**

blessings that have been bestowed on me. When my adult children arrived in town before Thanksgiving, Susan Pepper at Harmon Wood Company sent me an e-mail saying, "Enjoy your time with family!"

Susan was right, of course. I thought about how lucky we are to have our children fly in and drive in for the Thanksgiving holiday, how well they have for done themselves, and what a blessing it is to be a part of their lives.

We did a number of things we wouldn't normally be able to do as a family while everyone was in for Thanksgiving: Watched three movies at home; went to a movie show (Harry Potter); had Thanksgiv-

ing dinner and built a shelf at my mother-in-Law's house; cleaned out the utility room; had face-to-face conversations; looked at some of at my dad's unframed artwork to frame and give to my kids so it will live on; worked out at the gym or ran every day; went to the Ophthalmologist's office; and we made over 7 lbs of beef jerky. That's just the short list.

Yes, George Bailey... Just like you, I am the richest man in town!

I owe a debt of gratitude to God, my parents, my wife, my children, and my family and also to you, my clients,

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## LFA Meeting—Fun in Bossier City

This year's Louisiana Forestry Association Annual Meeting, held August 31-September 2, was a great opportunity to re-connect with clients and friends in the LFA.

The meeting started with some preliminaries the first day. I didn't get to participate but understand Dave Cupp (Walsh Timber) did pretty well on the Golf course.

During the social hour before dinner, I caught up with Brandon Ewing of Ewing Timber and everyone seems to be well in Ruston and Quitman, Louisiana.

Mike Merritt (Timberland Services) and wife Susan were also in attendance this year, For the past two years, they have missed meetings because of illness in their family. They are such positive people to be around. To me, that is so important. Dan Martin with Timberland Services made it this year and also has that positive

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**It's A Wonderful Life!** (continued)

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particularly those who have trusted my advice for many years and have implemented the software and systems to improve their businesses. I also appreciate those who have referred me to other prospective clients and those who have shared their successes and their failures with me. I have great pride in my client base and you are the best people around to work with.

Yes, it was a nice Thanksgiving and Christmas is right around the corner. This is often a time for giving thanks and for reflecting on the previous year. It's also a time for planning and making decisions for the coming year. You owe it to yourself and your family to give it your very best effort.

Think about whether you need to improve your office operations and ask yourself, "Do I have a system in place that tells me where I am and helps me make decisions with up to date information? Are my computers in my system fast and efficient?" If not, I'll help you put together a plan for getting you where you want to be.

What about the backup system you are using? Can you rest at night, knowing your data is backed up, stored, and duplicated on site, then stored and duplicated offsite? If not, there are solutions that are efficient and affordable without the use of backup tapes.

Finally, I simply would like to wish you a Blessed Christmas and Happy New Year. I've been known to be kind of a skeptic about the holidays and how commercialized they have become. But this year, come hell or high water, I'm going to enjoy Christmas... and I hope you will, too!

*Vic Hemard*

**Louisiana Forestry Association 2010** (continued)

attitude going for him.

I also saw a good number of classmates from the LSU Forestry Class of 1974. Paul (LA State Forester Ret. and LA Landowners Assn.) and Maureen Fry and Rudy (Williams Inc.) and Diane Sparks are always engaged in lively conversation.

I talked with Louis Heaton for the first time in many years, who was with the Louisiana Office Forestry until his recent retirement. Now he is working as a forestry consultant.

George Tiley was there to represent Weyerhaeuser and Dick Myers, who will be President of LFA this year, was present... neck brace and all, after recovering from surgery in the upper spine.

Brain Chandler (LSU AgCenter) coached Louisiana's team to a first place win in the National 4-H Forestry Invitational competition. It was the first time since 1982 that a team from Louisiana won the competition.

A couple of LSU '73 guys we include in the '74 class as honorary members, Rick Leeper (Campbell Group) and Desmond Clapp (Graphic Packaging) were there also. Des's wife Mary Clapp (Stevens Forestry) and sons Chris and Eric made it a family event.

Speaking of the Graphic Packaging wood procurement team, Tony Diaz and Dean Smith were also in attendance, even if Des and Dean had to rotate out for part of the meeting to take care of

business.

The Boise crew, including Joe Pokorny and Mike Smith were there in force and well as Mike's brother Ed with Weyerhaeuser.

I got to speak with Garry Walsh (Walsh Timber) and wife Carole as well as Dave Cupp. Carole Walsh is very personable and we had a good discussion about their two fine sons who are on their way to becoming accomplished adults.

The first dinner of the meeting was the President's dinner honoring Steve Muslow. I had the pleasure of sitting at what I call the "Allen" table with landowners Joey and Ann Allen of Bossier City, their son Trey Allen (Timberland Services) and wife Kari, Ann's father, John Barr, and her brother Baker Barr.

Robert Garland of Anthony Forest Products (Ret.) and Smith & Campbell and I got to talk for a while. Our prayers go out to his wife Barbara, who is fighting cancer and we pray is winning the fight. May God bless!

There was a rare chance to talk with Debbie Barrilleaux, who is always on the move during the meeting. Debbie volunteers her time every year for the LFA meeting, using her skills she acquired in her years in administration with the Louisiana Office of Forestry and the Department of Agriculture.

Winn Timber had a nice showing. TJ Kervin, along with Todd Martin and Travis Taylor were there for

the duration.

The next morning's technical sessions were highlighted by a presentation by Ray Dillon of Deltic Timber Corporation. Deltic's position in the market is unique as well as their long-term wood-supply strategy.

After three technical sessions, I was definitely ready for the Bloody Mary Social and a great luncheon featuring the tree farmer of the year award.

I then made a trip to the exhibits to talk with a couple of long-time LFA exhibitors: Jerry Arter and Mark Harnage of Superior Forestry and Larry Cope and Elaine Perdue of Construction Safety Products.

Later that evening, there was dinner and entertainment by Doc Holiday, the Hilarious Hypnotist. The logger of the year, Kenneth Morgan, was announced, continuing that great logging tradition in the Morgan family.

The final morning included a huge breakfast and a presentation by Federal Reserve Analyst Danielle DiMartino. Ms. DiMartino has a dim forecast for the housing market for the next few years. This can be expected if the government continues to intervene in the housing market, rather than permit the forces of supply and demand to run their course.

Donald Baker, ACF (Baker Forest Management) and Pat Huber (Hunt Forest Products) and wife Janelle from Folsom, LA, sat at my

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I was in Orlando, Florida at the ASCII Group Summit. In short, the ASCII Group is an organization made up of technology consultants. I try to make one summit a year in order to keep up with the latest technology and the latest deals available from technology vendors.

The last day of the summit was very informative, but brutal. I had a couple of days left on the trip and I decided to make the most of it.

We always make an extra effort to get together with our adult children when the opportunity presents itself.

I had talked with my youngest daughter, Laura, earlier in the week. She lives in the Charleston, South Carolina area. Laura also mentioned she was invited to a wedding shower on St. Simons Island, Georgia.

After arriving in Orlando, I looked at a map to see what was between Orlando and Charleston. Low and behold, halfway between the two places was St. Simons Island. Perfect. I knew if I studied it long enough, I'd find a way to meet up with one of my kids before I returned home!

The weather was fantastic. After driving up from Orlando to St. Simons Island that morning, I met with Laura and her boyfriend, Greg Hutton, at the Coastal Kitchen. Greg is also an accomplished young adult

who is in the sports management field with US Club Soccer. Greg played soccer in college a Slippery Rock University and after graduating from there, got a masters degree at the University of Minnesota. None of that conflicts with Laura's Vanderbilt or my LSU loyalties. If it was Ole Miss or Alabama, there might be problem!

If you ever go to the Coastal Kitchen, sit out on the covered porch facing the marsh and the marina. The view reminds me of some of the places in Charleston and of the coastal marshes of Louisiana. I had the crab cakes. Very nice.

After a long leisurely lunch, Laura had to make her wedding shower, so Greg and I went to Bubba Garcia's to watch the Arkansas—Georgia football game. Arkansas won in the last minute.

After meeting up with Laura again, we toured the island. The place I liked the most was the St. Simons Lighthouse and Pier Village area. The shops were rather unique. I'm not a shopper, but some of the shops were very small, as small as 10X10 feet. We walked out on the pier and watched the local fisherman haul in a few fish and enjoyed the ocean air.

We worked up an appetite with all that walking and decided to try Crab Daddy's. The restaurant was full but we managed to

get a table without much of a wait.

I had the soft shelled crab. Now, next month I may talk about how I managed to get my cholesterol down from 229 to 196 with a low fat diet, but soft shelled crab is not the way to do it! It was excellent, though.

It had been a couple of months since I'd seen Laura and this gave us a chance to catch up on things. I also got to spend some time with Greg. Even though Laura's instincts about people are pretty good, our visit affirmed my positive opinion of him.

We walked around some more and then we departed for our separate destinations.

A Saturday in September on St. Simons Island. Just call it time well wasted.

language, and even the seating at a conference table give non-verbal signals, regardless of the conversation taking place during the meeting.

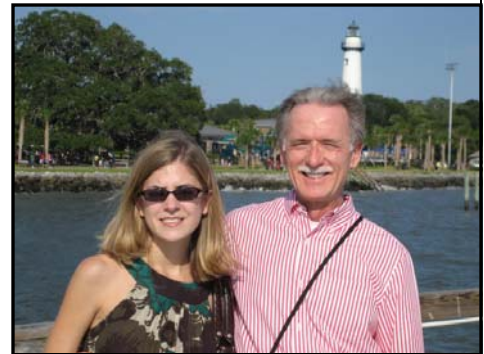
*Invaluable*, by Dave Crenshaw, is a book for the employee, manager, or the self-employed entrepreneur. I heard Crenshaw speak at a marketing boot camp last April and he is an expert in time management, getting the most accomplished in the least amount of time by concentrating on your Most Valuable Activities (MVAs). As a bonus, he writes it in the form of a short story but also offers the nuts and bolts of how to design systems and processes for maximum productivity in your job or in your company.

*Applied Economics*, by Thomas Sowell requires no prior knowledge of economics, so don't let the title lead you to believe it's a dry textbook. It's written in plain English. Sowell explains how failure to think beyond stage one can have dire and unintended consequences.

Sowell points out that politicians are often guilty of stage one thinking when they implement "do something" policies. Sowell pulls no punches. He'll make you think. Whether it is "creative" financing, organ transplants, or the economics of immigration, I'm sue you'll have a greater understanding of economics than most of the people in the White House and in the mainstream media.



At Coastal Kitchen with Laura and Greg



St. Simons Pier: Laura and Me

## Books I've Read Recently

*Strictly Business: Body Language*, by Jan Hargrave, is a book I enjoyed reading. It uncovers many of the non-verbal signals worth observing in a business setting. Handshakes, body



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**Vic Hemard**  
President  
Hemard & Company

## Take My Advice!

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## Ask Vic!

**Q** Is there a way to add a tract to Forest Products Accounting (FPA) without having to add a new tract and re-enter all the tract maintenance from scratch?

**A** Yes. If you bring up the list of tracts or sources, you will see a recently added feature using a copy button, allowing you to copy all the setup information to a new tract or source.

**Q** I recently received an offer from Checkmark Payroll for Form 1099 Software, Should I order that module?

**A** No. As part of your annual system maintenance with Forest Products Accounting, a third party program, Accountability, will handle your 1099 forms. In addition, Accountability interfaces with FPA to import the 1099 data accumulated for each vendor, producer, and landowner.

**Q** Is it possible to use the Forest Products Accounting system for companies outside the forest products business?

**A** While FPA is not designed to be all things to all companies, we have many clients using the system for businesses that benefit from FPA's ability to

handle units and volume reporting as well as accounts receivable, accounts payable, and general ledger accounting. These companies include oil field service companies, real estate, trucking, truck driving schools, hunting clubs, and other businesses that may be operated by the same ownership or from the same location as a forest products-based business. The management of those companies prefer to have a common platform for accounting, operations, and reporting provided by FPA.

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## LFA 2010 (continued)

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table and we talked about the Abita Beer Pub and the great seafood at that restaurant. The Hubers live a few miles from my sister's home in Mandeville, so it was interesting to meet them by chance in Bossier City.

While standing out in front of the hotel after the meeting, LFA President Dick Myers and I had a great conversation about issues confronting the LFA for the coming year and how the LFA serves and provides leadership for the forest products industry.

This was another well-executed meeting for the LFA and next year promises to meet or exceed expectations. It's a great way to slow the world down a little and enjoy the company of clients, friends, and colleagues.