



# NACM Houston's Annual Golf Scramble at Tour 18

**MONDAY, MARCH 10, 2008**  
**3102 FM 1960 EAST**  
**HUMBLE, TX 77338**

Registration opens at noon.  
 Shotgun start at 1:00pm.

**\$95 per player before Feb. 29**  
**\$100 per player after Feb. 29**

(Includes box lunch, greens fee, cart, dinner and two drink tickets.)

**\$370 per foursome** (Includes above, plus hole sponsorship.)

Register by  
 Mar. 29 to be eligible  
 for the early bird prize!!!

**7" Portable  
 DVD Player**



**Each player will receive greens fee passes to:**

- Longwood
- Southwyck
- Bear Creek
- Tour 18

**(That's 4 free rounds!)**

**And a one-month Players Club Membership at Tour 18!**

- Awards!!!
  - First Place Foursome
  - Men's Longest Drive
  - Women's Longest Drive
  - Closest to the Pin
- Hole-In-One Contest
- Mulligan Drawing

Call Ellen Neuwirth-Hirsch and ask about our sponsorship opportunities with or without playing!

Phone: 281-228-6100:1317 • Fax: 281-228-6123

Email: eneuwirth@nacmsouthtexas.org

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**NACM Houston**

10887 Wilcrest  
P.O. Box 721348  
Houston, TX 77272-1348  
[www.nacmsouthtexas.org](http://www.nacmsouthtexas.org)

**Phone/Fax**

Business Offices	281-228-6100/6122
Accounting	281-228-6100/6151
Adjustment Bureau	281-228-6100/6122
Industry Credit Groups	281-228-6100/6123
Collections	281-228-6100/6122
Credit Reporting	281-228-6100/6120
Sales	281-228-6100/6151

**Officers and Directors**

**Chairman**

Rosalind Turner 281-854-1909  
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Wesco Distribution Inc.

**Second Vice Chairman**

Charley Paup, CCE 713-937-0600  
Act Pipe & Supply Ltd.

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NACM Houston

**National Director**

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**Directors**

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Southwestern Controls

Doug Dunlap, CCE 713-895-5623  
BJ Services

John Herberger, Esq. 281-920-4700  
JD Herberger & Associates

Brenda Keener 713-847-1827  
Gulf & Basco LP

Lou Mulligan, CBF 713-868-8725  
National Oilwell Varco Inc.

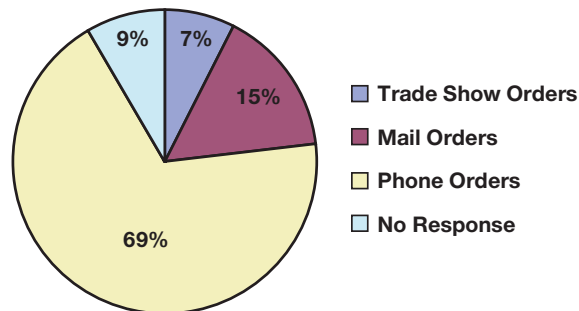
Carol Zingelmann, CCE 281-782-6154

**Corporate Counsel**

Carl Doré Jr. Attorney at Law 281-829-1555  
Doré & Associates, Attorneys, PC

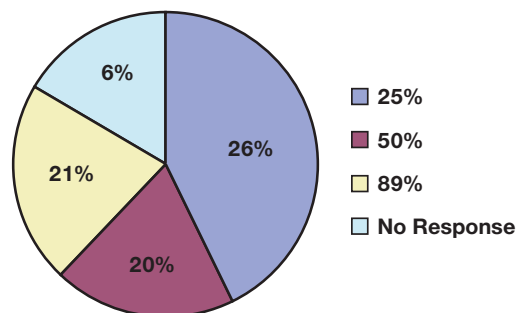
**When dealing with unsolicited orders, name the biggest source of loss due to business credit fraud.**

**The answer is: Trade Show Orders**



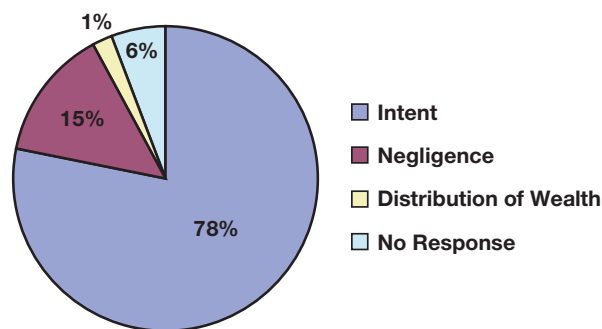
**Loss prevention archives document \_\_\_% of all business credit frauds have fake references.**

**The answer is: 50%**



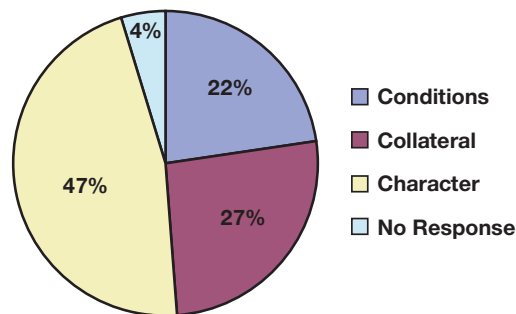
**The question of whether something is "fraud" ultimately rests on whether there is \_\_\_\_\_.**

**The answer is: Intent**



**When dealing credit fraud, which is the most important "C" in the five "Cs" of credit?**

**The answer is: Character**



**NACM Credit Manager's Index**

Keep tabs on your sector. Participate in the CMI and read the results the first business day of each month. [Click here](#) to sign up and be automatically notified of the monthly survey period. Visit [web.nacm.org/cmi/cmi.asp](http://web.nacm.org/cmi/cmi.asp) to view the current CMI report online.



Your Business Credit Trade Association dedicated to improving the performance of today's business credit community.

**Directory**

NACM Houston  
10887 Wilcrest  
P.O. Box 721348  
Houston, TX 77272-1348  
[www.nacmsouthtexas.org](http://www.nacmsouthtexas.org)

Main Phone Number 281-228-6100  
Toll Free 866-252-NACM  
Main Fax 281-228-6122  
Industry Credit Groups Fax 281-228-6123

**Staff Extensions**

Accounting  
Vice President of Finance & Administration,  
Bernard Forde 1450

Administration  
President, Kathleen Quill, CAE, CBA 1400  
Vice President, Michele Hamby 1360  
Executive Assistant, Rosie Prosser 1405

Education 1200

Industry Credit Groups  
Nat'l Groups Manager, Deana Gardner 1300  
Local Groups Manager, LaQ'iana Lewis 1318

Membership  
Manager, Ellen Neuwirth-Hirsch 1317

Legislative Issues  
President, Kathleen Quill, CAE, CBA 1400

**NACM Houston Business Credit Services**

Main Phone Number 281-228-6100  
Adjustments & Workouts 281-228-6100  
Collections 281-228-6100  
Credit Reports 281-228-6100  
Sales 281-228-6100  
Toll Free 866-252-NACM  
Remote Access 281-228-6142  
Credit Reporting Fax 281-228-6121  
Collections Fax 281-228-6122  
Sales Fax 281-228-6151

**Staff Extensions**

Collections  
Manager, Frank Edmond 1430

Out-of-Court Workouts &  
Int'l Government Affairs  
Manager, Robert H. Davis 1370

Credit Interchange  
Manager, Steve Krischke 1480  
Interchange Supervisor, Wanda Love 1341  
Special Reports, Deidre Henry 1350

Sales & Services  
Manager, Byron McKinney 1465

Both NACM-Houston and NACM Business Credit Services exist for and because of you. Any questions or specific needs are not just welcome, but the reason we are here. Please call us.

# National Groups Calendar

DATE	GROUP	CITY	HOTEL/LOCATION
Mar 13	CHEM	Houston	NACM Conference Center
Apr 6-9	TRMG	Nashville	Sheraton Music City
Jun 12	CHEM	Houston	NACM Conference Center
Jul 10-11	NWNP	Salt Lake City	TBD
Sep 22-23	NOSS	Galveston	San Luis Hotel

## Welcome New Members!

- Yancey's Ready Mix**
- Glace Machine Company**
- Cooper Industries**
- Alloy Machine Works, Inc.**
- Parker Lumber**

## January Olympians

Dave Pulliam	1.0
Martha Hirsch, CCE	1.0
Sharon Hartford	1.0
Jim Vogt	1.0
Josie Castrejuna	0.2
Paul Maxian	0.2

## A Message From James Clem, MMI Products, Inc.



I started in commercial credit in 1980 going to work for Halliburton. Eleven years later, I moved over to Keystone Valves & Controls (a manufacturer) for the next nine years of my career, then worked five years in the steel industry with distributors to the mills. For the last several years, I have been with Merchants Metals, a fence manufacturer. Over the years, depending on the industry and the company philosophy, for collection purposes I have gone either straight to the attorney on contingency or flat rate basis, a collection agency or combination of both.

I had occasionally given out an account or two to NACM, as I have been an active member for over 20 years. The results were mixed, however – no better than the outside agencies I had been using in the past. This year at one of our Super Tuesday presentations, Frank Edmond talked about the collection arm of NACM South Texas. I was impressed with Frank's conviction and support of his department and the people that get the day-to-day work done. I decided to give them a try to test the waters again. Since that's happened, one of the other agencies we had been using has not received even one account from us as NACM has been doing a super job. The success rate has been an impressive 60% of the accounts/dollars given to NACM.

**Evaluating Credit Risk & Getting Paid**  
**Prepare for the future and start filling your NACM toolkit!**

## UNDERSTANDING CORPORATE STRUCTURES

11:30am • March 18-19, 2008

**Cost: \$24 per person/\$27 for walk-ins**

**Same day cancellations and no-shows will be billed.**

**Lunch will be Pit Smoked Chicken.**

**NACM Houston, 10887 Wilcrest Dr., Houston, Texas 77099**



Since different forms of legal entities encountered in the commercial world have different rules about the liability of owners or co-parties for the debt, it is imperative that credit personnel understand what distinguishes these forms to properly evaluate risk when extending credit. Come out to our March Super Days! It will cover:

- All business types
- Understanding where and with whom liability lies for the contractual debts being taken on by the business debtor.
- Tools, tools and more tools!

Jason Walker of Andrews Myers Coulter & Cohen, P.C. will present on Super Tuesday, March 18th and D. Brent Wells of Wells & Cuellar, P.C. will be presenting on Super Wednesday, March 19th.

This month, you'll receive the 10-piece replacement bit set for your NACM toolkit! You don't want to miss this meeting! Each month you attend NACM Houston 2008 Super Days you'll receive a new tool. You must attend Super Days to receive your item. One item per month, per attendee. For more information please contact LaQiana Lewis at 281-228-6100:1318 or [localgroups@nacmsouthtexas.org](mailto:localgroups@nacmsouthtexas.org).

AMERICAN CHECK MANAGEMENT

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## Credit Reporting

### Protecting Your Social Security Number

Experts offer the following tips to protect your social security number (SSN) and protect yourself from identity theft: do not carry your social security card, passport or birth certificate in your purse or wallet; cancel any credit cards you do not use; do not share your SSN when it is not necessary; remove your name from the marketing lists of the three primary credit bureaus by calling 888-5OPT-OUT; request a copy of your Social Security Personal Earnings and Benefit Estimate Statement at least every three years to make sure the information in your file is correct; be aware of what is on your credit report—obtain your report once or twice a year to be sure it is correct.



*This article was originally published on [www.Military.com](http://www.Military.com).*

Mar 7 • 8:30am–4:30pm

## TOOLS OF FINANCIAL ANALYSIS

Presenter: Jim Shreve, FTD Resources

NACM Houston Offices

10887 Wilcrest Drive, Houston, TX 77099

**MEMBERS:** \$175 first member/\$165 each additional

**NON-MEMBERS:** \$185

**WHO SHOULD ATTEND?** Prior attendees to *Introduction to Financial Analysis* or anyone who desires to learn how to use quantitative and analytical tools in a credit analysis.

### SEMINAR TOPICS

- **Interpretive Analysis:** Attendees learn how to evaluate business risk and to recognize areas that could impact future profitability. We develop a systematic process for analyzing revenue, expenses, assets and liabilities.
- **Financial Ratios:** Using a case study, participants learn how to calculate and interpret the following financial ratios:
 

Average Age of A/P	Average Age of A/R
Cash Flow to Current Maturities	
Current Ratio	Debt to Worth
Dividend Payout	Interest Coverage
Inventory Turnover	Quick Ratio
Return on Assets	Return on Equity
Return on Sales	Total Asset Turnover
- **Pro-Forma Statement Analysis:** We review the process for analyzing and evaluating financial projections provided by a business.
- **Cash Flow Statements:** Attendees construct a cash flow statement and analyze a company's capacity to service debt. Special emphasis given to factors that could impact cash flow and debt service capacity.

Mar 11 • 8:30am–4:30pm

## MECHANIC'S BONDS AND LIENS

Presenter: Tom Barber, Attorney

Coats, Rose, Yale, Ryman & Lee, PC

NACM Houston Offices

10887 Wilcrest Drive, Houston, TX 77099

**MEMBERS:** \$175 first member/\$165 each additional

**NON-MEMBERS:** \$185

This seminar is a **MUST ATTEND** for all who deal with bonds and liens! You will learn about:

- Forms for notices and claims
- Lien claims against homesteads
- How to obtain property information
- Laws concerning bill-paid affidavits
- Requirements for submitting a claim
- Procedures and time limits for filing liens

For more information, please contact NACM Houston Education Dept. at 281-228-6100:1200 or [education@nacmsouthtexas.org](mailto:education@nacmsouthtexas.org).

## didyouknow?

NACM Houston now has the ability to email trade tickets. If you currently receive your trade tickets via fax and would like to change it to email, please contact [skrischke@nacmsouthtexas.org](mailto:skrischke@nacmsouthtexas.org) with the contact name and email address.



Direct Hire - Temporary  
Preview - Contract

## Specialist in Staffing Credit and Collections Professionals

Credit Alternatives  
1800 West Loop South, Suite 1050  
Houston, Texas 77027  
(713) 355-8100  
Fax - (713) 355-7475

# Basics of Bankruptcy for Credit Professionals

## \*Terms of Unsecured and Secured Creditors\*

Basics of Bankruptcy for Credit Professionals will be an introductory survey of the entire landscape of bankruptcy law in a half-day workshop. Learn the fundamentals of Chapters 7, 11 and 13; the automatic stay and its exceptions; proofs of claims, both secured and unsecured; scope and effect of discharge; reaffirmation; assumption; and reclamation, as well as defending preferences and other trustee avoidance actions. This comprehensive overview will include the latest changes and will be presented by a creditors' rights specialist with over 25 years of experience protecting claims and collateral in bankruptcy for commercial creditor clients.

**Presented by D. Brent Wells, Esq., Wells & Cuellar, P.C.**

**8:30–11:30am, Wednesday, March 26, 2008**

Members: \$75/\$65 each additional

Non-members: \$85

NACM Houston Offices, 10887 Wilcrest Drive, Houston, TX 77099



**Payment preferred before first class date.**

Cancellations within 72 hours will be billed. Substitutions always welcome.

Mail: NACM Houston, Attn: Education Department  
10887 Wilcrest Dr., Houston, TX 77099

Fax: Attn: Education Department at 281-228-6123

Phone: 281-228-6100:1200

Email: [education@nacmsouthtexas.org](mailto:education@nacmsouthtexas.org)

### NACM HOUSTON EDUCATIONAL SCHOLARSHIPS

The Scholarship Fund is a restricted, designated fund administered by NACM Houston. Use of the Fund is allowable only for the furtherance of professional education of business credit professionals through the awarding of scholarships to specified conferences, clinics, workshops, seminars, courses, meetings and NACM professional designation fees.

To receive a scholarship from the Scholarship Fund, each member company requesting the scholarship must meet the following criteria:

1. Member must be in good standing with NACM Houston.
2. Member must contribute to the voluntary Scholarship Fund.
3. Scholarships must be available for the education event that the member is requesting the scholarship for.
4. Member must complete the required Scholarship Application Form to be considered for the scholarship they are requesting. The Scholarship Application Form must be submitted to the NACM Houston office two weeks or ten days prior to the requested educational opportunity, except for All South and Credit Congress.

Mail: NACM Houston, Attn: Education Department  
10887 Wilcrest Dr., Houston, TX 77099

Fax: Attn: Education Department at 281-228-6123

Phone: 281-228-6100:1200

Email: [education@nacmsouthtexas.org](mailto:education@nacmsouthtexas.org)

A collage of images representing Louisville, Kentucky. The top row includes: a horse race, the Kentucky Colonel, a stadium, a woman, and a building. Below these are: a fountain, a bridge, and a ship. The word 'Louisville' is written in a large, stylized font across the middle. At the bottom, it says 'It's all right here.' and 'NACM's 112th Credit Congress Exposition May 18-21, 2008 LOUISVILLE KENTUCKY'. The NACM logo and website 'www.nacm.org' are also present.

# Staying Legal ... Easier Than You Think

Kathleen Quill, CAE, CBA

So, you're in your industry credit group meeting, trying to keep up, when all of a sudden the meeting monitor interrupts a colleague with, "Sorry, you can't go there!" and you think, "WHAT? What just happened? He never got the sentence out, how did she know it was going to be a forbidden piece of information? I'm NEVER going to speak if she's going to jump on me like that! Heck, I may never come back!"

In recent conversations with credit managers who attend group meetings (that's you, right?), I have discovered that we are GREAT at reading or quoting the antitrust, anti-defamation and confidentiality statements, but we are TERRIBLE at helping members convert those statements to real-life usefulness.

Below are some quick and tips that will help you feel more comfortable that you and your fellow group members are staying legal... it IS easier than you think.

It is our purpose to help you get historical, factual information for your independent selling decision—and to protect you while are doing it—see you at your next meeting!

## **When making an inquiry:**

**Questions beginning with the following will usually offer or ask for advice (they indicate intent to collude. Both ASKING and ANSWERING involve complicity):**

- Why...
- Would...
- Should...
- Could/Can...
- If I were you...
- I think...

State your experience with the account; this will indicate that you have "permissible purpose" for inquiring on an account.

## **When you responding to an inquiry:**

**Never provide information on future actions (they indicate an intent to collude).**

Example: You have prepared lien notices to be mailed on Wednesday, the 15th. At the Tuesday group meeting:

- You cannot say, "I am going to send notices on company xyz tomorrow."
- You can say, "I have completed lien notices on my desk for company xyz."

Responses beginning with the following will usually offer or ask for advice (again, they indicate intent to collude. Both ASKING and ANSWERING involve complicity):

- Why...
- Would...
- Should...
- Could/Can...
- If I were you...
- I think...

Safe responses to inquiries during a group meeting can begin with:

- "It is..." or "In my experience..."

When sharing information with your group, you must only repeat information that you received firsthand; never pass on information with a third person in the middle or hearsay. Examples:

### **Can say:**

"When I sent my salesman out to visit the customer, he/she told me that their doors were closed and boarded up."

### **Cannot say:**

"Fred told my salesman that on recent visit to the customer, their doors were closed and boarded up."

### **Can say:**

"When I talked to John, the owner, last Monday, he told me cash was tight and he would send me a check on Friday."

### **Cannot say:**

"Everybody knows that cash over there is tight and it's hard to get a commitment."

## **Outside of meetings:**

**NEVER reveal the source of the information you used to reach your credit decision. (Breach of confidentiality compromises trust in the group and your future ability to obtain other members' experience.)**

- See "How to Decline Credit" for information on how to communicate your decisions to your customers or prospective customers.
- Information obtained should be held in a secure, safe place accessible only to credit department staff.

Do not participate in conversations or correspondence that you KNOW would not be allowed in a meeting! You are just as vulnerable to allegations or inadvertent participation in antitrust violations.



# what's coming up???

NACM HOUSTON MARCH 2008 EDUCATION CALENDAR

DATE	EVENT, PRESENTER	TIME
Mar 5	<b>Teleconference: The Illusion of a Good Deal: How to Keep From Overpaying the Processor</b> <i>Presenter: Robert Day</i> For more information, please contact the NACM Meetings Dept. at 410-740-5560.	
Mar 6-7	<b>Legal Workshop: Credit Enhancements</b> <i>Presenters: Wanda Borges, Esq., Bruce Nathan, Esq., Deborah Thorne, Esq.</i> Columbia, MD For more information, please contact the NACM Meetings Dept. at 410-740-5560.	
Mar 7	<b>Tools of Financial Analysis</b> <i>Presenter: Jim Shreve, FTD Resources</i> NACM Houston Conference Center This seminar is designed for those who have attended Introduction to Financial Analysis or attendees who need additional training in using the tools of analysis. Participants will learn how to use and interpret the tools of financial analysis: interpretive analysis, financial ratios, pro-forma statement analysis and the analysis of cash flow statements. For more information, please contact NACM Houston Education Department at 281-228-6100:1200 or <a href="mailto:education@nacmsouthtexas.org">education@nacmsouthtexas.org</a> .	8:30am-4:30pm
Mar 10	<b>Teleconference: Credit Applications</b> <i>Presenter: Wanda Borges, Esq.</i> For more information, please contact the NACM Meetings Dept. at 410-740-5560.	
Mar 10	<b>Nationwide Certification (CBA/CBF/CCE) Exam Test Date</b> For more information, please contact the NACM Education Dept. at 410-423-1840.	
Mar 11	<b>Mechanic's Bonds and Liens</b> <i>Presenter: Tom Barber, Attorney, Coats, Rose, Yale &amp; Lee P.C.</i> NACM Houston Conference Center This seminar is a MUST ATTEND for all who deal with bonds and liens! You will learn about forms for notices and claims, laws concerning bill-paid affidavits, lien claims against homesteads, how to obtain property information, laws concerning bill-paid affidavits, requirements for submitting a claim and procedures and time limits for filing liens. For more information, please contact NACM Houston Education Department at 281-228-6100:1200 or <a href="mailto:education@nacmsouthtexas.org">education@nacmsouthtexas.org</a> .	8:30am-4:30pm
Mar 13	<b>Mechanic's Liens and Bonds Workshop</b> <i>Presenter: Gregory Powelson</i> Columbia, MD For more information, please contact the NACM Meetings Dept. at 410-740-5560.	
Mar 13	<b>FCIB Miami International Round Table</b> The Ritz-Carlton, Coconut Grove, Miami, FL For more information, please contact FCIB at 410-423-1840.	
Mar 16-18	<b>FCIB's 4th International Credit Management Conference in the Middle East</b> Hyatt Regency Hotel Dubai, UAE For more information, please contact FCIB at 410-423-1840.	
Mar 19	<b>Teleconference: UCP 600</b> <i>Presenter: Madeline Sprague, CTP, CCM</i> For more information, please contact the NACM Meetings Dept. at 410-740-5560.	
Mar 26	<b>Basics of Bankruptcy for Credit Professionals</b> <i>Presenter: D. Brent Wells, Esq., Wells &amp; Cuellar, P.C</i> Basics on Bankruptcy for Credit Professionals will be an introductory survey of the entire landscape of bankruptcy law in a half-day program. Learn the fundamentals of Chapters 7, 11 and 13, the automatic stay and its exceptions, proofs of claim, both secured and unsecured, scope and effect of discharge, reaffirmation, assumption, reclamation, as well as defending preferences and other trustee avoidance actions. This comprehensive overview will include the latest changes and will be presented by a Creditors' Rights Specialist with over 25 years of experience protecting claims and collateral in bankruptcy for commercial creditor clients. For more information, please contact NACM Houston Education Department at 281-228-6100:1200 or <a href="mailto:education@nacmsouthtexas.org">education@nacmsouthtexas.org</a> .	8:30-11:30am

It's so easy to register! Just call the Education Dept. at 281-228-6100:1200, or email [education@nacmsouthtexas.org](mailto:education@nacmsouthtexas.org).  
Don't hesitate to make your call today! Scholarships are available! CEU points are awarded for most classes!

NOTE: This is a tentative schedule. Dates, times and presenters on all scheduled events are subject to change. All events, excepting teleconferences, will be held at the NACM Houston Conference Center at 10887 Wilcrest Drive. [www.nacmsouthtexas.org](http://www.nacmsouthtexas.org)

DATE	PROGRAM TOPICS	MENU
Mar 18 & 19	<b>Understanding Corporate Structures</b>	Baked Chicken
Apr 22 & 23	<b>Presentations Skills—Lessons Learned From Sales</b>	Beef Tips
May 20 & 21	<b>Daily Court Review—Finding and Using Public Records</b>	Beef & Chicken Fajitas
Jun 17 & 18	<b>Alternative Payment Methods</b>	Chicken Fried Steak
Jul 22 & 23	<b>Networking</b>	Honey BBQ Brisket & Smoked Sausage
Aug 19 & 20	<b>Mortgage Issues and the Greater Economy</b>	Smothered Pork Chops
Sep 16 & 17	<b>Securing Receivables and Credit Insurance</b>	Beef & Chicken Enchiladas
Oct 21 & 22	<b>Privacy Legislation</b>	Chicken Parmesan
Nov 18 & 19	<b>New Technology for Credit—Amazing Internet Sites</b>	Turducken
Dec 16 & 17	<b>Collection Tips</b>	Honey Glazed Ham

sunday	monday	tuesday	wednesday	thursday	friday	saturday
						1
2	3 6:00pm - Business Credit Principles	4 11:30pm - BLMT 6:00pm - FSA II	5 2:00pm - The Illusion of a Good Deal: How to Keep From Overpaying the Processor (Teleconference)	6 10:00am - Council Industry Group (Teleconference)	7 8:30am - Tools of Financial Analysis	8 9:00am - BCS Planning Retreat
9	10 Golf Tournament 9:00am - Certification Exams at NACM Houston 2:00pm - Credit Applications (Teleconference) 6:00pm - Business Credit Principles	11 8:30am - Mechanic's Bonds and Liens 4:00pm - Government Affairs Committee 6:00pm - FSA II	12 1:30pm - Gala Task Force	13	14	15
16	17 6:00pm - Business Credit Principles	18 10:30am - PLUM Group Meeting 12:30pm - BLMT Group Meeting 12:30pm - ELEC Group Meeting 12:30pm - HAC Group Meeting 4:30pm - Executive Board Meeting 6:00pm - FSAIL	19 10:00am - Membership Committee 12:30am - CONT Group Meeting 12:30am - INDS Group Meeting 12:30am - INTL Group Meeting 12:30am - OFSS Group Meeting 2:00pm - UCP 600 (Teleconference)	20 9:30am - HRIS 11:30am - ADME	21	22
23 Easter	24	25 6:00pm - FSAIL	26 8:30am - Basics of Bankruptcy for Credit Professionals	27 11:30am - STLM Group Meeting (Joe's Crab Shack)	28	29
30	31					