

The Business Credit Pro

NACM Houston



National Association of Credit Management

Today's Resource for the Busy Credit Professional

SUPER DAYS

August 16-17, 2005

Workplace Do's and Don'ts

There are many things that can happen to you at work, other than the copier breaking down, such as sexual harassment, violation of the privacy act, and the inappropriate use of the Internet!



Our August Super Days presentation by Seyfarth Shaw, LLP will provide the latest in workplace etiquette and up-to-date do's and don'ts! There will be information provided about acceptable business practices, and ways to correct some unacceptable business practices. Sexual Harassment and the Privacy Act are among the topics that will be discussed.

Please contact Matt McGruder at 281-228-6100 ext. 1318 for more information.

*Congratulations
to our newest
designees:*

Julie Coppage, CBA

Doug Dunlap, CCE

Laura Valley, CBA

Pamela Woodroof, CCE

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The Business Credit Pro

NACM Houston

10887 Wilcrest
P.O. Box 721348
Houston, TX 77272-1348
www.nacmsouthtexas.org

Phone/Fax

Business Offices	281.228.6100/6122
Accounting	281.228.6100/6151
Adjustment Bureau	281.228.6161/6122
Industry Credit Groups	281.228.6100/6123
Collections	281.228.6161/6151
Credit Reporting	281.228.6150/6120

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First Vice Chairman

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Second Vice Chairman

Rosalind Turner 281.854.1909
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Lou Mulligan, CBF 713.346.7822
National Oilwell Varco Inc.

Susan Nash, CBF 713.861.6171
Precision Flamecutting & Steel

Carol Zingelmann, CCE 281.285.1965
Schlumberger Technology Corp.

ANNUAL MEETING HIGHLIGHTS



Excellence in Credit award winner Rosalind Turner (Royal Baths Manufacturing Co. Ltd.) with NACM-National President Robin Schauseil and Chairman of the Board Ronnie Archer, CCE.

The Walt Wissel Chairman's Citation award winners Bernard Forde (NACM Houston) and Carol Zingelmann, CCE (Schlumberger Technology Corp.) with Chairman of the Board Ronnie Archer, CCE.

(continued on page 8)



Thank you to our Annual Meeting sponsors:

Accountemps	JD Herberger & Associates PC
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Associated Welding Supply, Inc.	Onecreditsource.com
Bank of America	Royal Baths Manufacturing Co.
Cokinos, Bosien & Young	Securance Corp. Agency
Credit Alternatives	Turtle & Hughes, Inc.
Dunn Enterprises, Inc.	West End Lumber Co. Inc.
Gulf & Basco, L.P.	

NACM Credit Manager's Index (CMI)

	CMI-Total	CMI-Manufacturing	CMI-Service
June '05	57.8	57.3	58.4
July '05	56.7	56.9	56.6
% Change	-1.90%	-0.70%	-3.08%

NACM Houston



National Association of Credit Management

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

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

Controller, Bernard Forde 1450

Administration

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

Education

Education Manager 1410

Industry Credit Groups

Nat'l Group Rep, Deana Gardner 1300
Local Groups Rep, Matt McGruder 1317

Membership

Membership Marketing Specialist, Gretchen Neel 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 281.228.6161
Credit Reports 281.228.6150
Toll Free 866.252.NACM
Remote Access 281.228.6142
Credit Reporting Fax 281.228.6121
Collections Fax 281.228.6122

Staff Extensions

Adjustments & Workouts

A & W Manager, Robert H. Davis 1370

Collections & Investigations

Collections Manager, Jim Vogt 1430

Credit Interchange

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

*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.*

CONGRATULATIONS TO OUR OLYMPIANS!!!

June Olympians

Ronnie Archer, CCE	Dunn Enterprises, Inc.	1.20
Barb Evanoski	Trustmark National Bank	1.20
Dorothy Holmes	Gulf Coast Stabilized Materials	1.00
Paul Maxian	Chevron Texaco	.80
Leanne Pease, CCE	Equistar Chemicals LP	.60
Kelley Busbee	Creekside Industries, Inc.	.20
Phyllis Feil	BMC Software, Inc.	.20

*Congratulations to our
Olympian of the quarter*

Leanne Pease, CCE

Not only is she making a name for herself at Equistar Chemicals LP, Leanne is also setting a high standard for fellow NACM Houston members. Leanne is a very active member of NACM Houston as she is currently the Chairman of the Regional Chemical Supply Group and the Olympian of the Quarter for April-June 2005. We greatly appreciate Leanne's continuous support to NACM Houston!

Mark Your Calendars

ALL SOUTH CONFERENCE

September 14-16, 2005

Birmingham, Alabama

To register, please visit www.nacmbirmingham.com.

WHEN YOU DECLINE CREDIT

Under NO circumstances should a business credit report furnished through NACM Houston—or any of the information contained therein—be shown to, or discussed with, the subject of the report. You are under **no legal obligation** to provide the subject with the credit report, its contents, or source. In fact, NACM's membership agreement states: "Credit Information furnished by the National Association Credit Management Houston, is a privileged and confidential exchange of ledger experience among members. Members who violate the confidence of another are subject to suspension. Under no circumstances is the report information to be disclosed to the subject."

Credit reports written by NACM contain no subjective ratings or recommendations as to whether to extend credit to a particular customer. You, the credit manager, may use our report, along with other information gathered, to make your decision.

Information gathered by NACM is done so in strict confidence. We assure members and non-members who give us their receivables information that it will never be revealed to the subject without their express permission on a line-by-line basis. We do that to insure that the member will disclose all of their account information, not just that which is positive. Information from our members comes directly from their receivables and goes straight into the database and to the subject's credit report without manipulation or averaging (unlike most commercial credit reporting agencies). Given the information on a NACM Credit Report, it would be very easy for the subject to determine the identity of their suppliers and exactly what they have reported. If members were allowed to distribute report information outside the credit department, our data contributors would most likely no longer feel confident about giving us their past due accounts. You, as a credit manager, would no longer have the effective tool that you have today—the full picture of accounts—and would end up exactly where you are when you call the subject's references; they control your decision to sell. Make sure that everyone in your credit department knows the policy and the reasons that we so vigilantly protect the report information. We are often dealing with five, six, or more figure sums. If a subject learns that our member has reported a past-due account, retaliation just may mean that the member can no longer remain in business. The loss of even one account for some of our members would be a major setback since some have as few as 20 customers.

Some do's and don'ts when you are going to decline credit...

1. DO get updates on any information on the credit reports (that are in question) that may be out of date.
2. If there is one line of the report that is out of sync with the others and it is going to cause you to decline the account, let the Association put you in touch with the reporting member and you may talk directly with them about their experience. Remember, you can request the names of up to three contributors on each NACM Houston report you order. Just call 281-228-6150 and ask for a release.
3. Do NOT tell the applicant: "NACM or the credit association says your record is no good."
4. Do NOT tell the applicant that the report shows "a manufacturer, distributor (or any other type of firm) had an unsatisfactory experience."
5. Do NOT give ANY information from the NACM credit report, or even mention NACM to the applicant.
6. Do NOT tell the applicant "Your record can be improved if you call NACM." We do not change the record, we only check to see if any errors were made and make corrections if necessary.
7. Do NOT *be intimidated by the subject stating that the law requires you to advise him or her of the source of the information you have, and what it contains (this applies to any commercial experience information you have acquired from any source)*. Only retail credit grantors are required by law to disclose the source of their information. Wholesale credit grantors are not obligated by law to furnish a copy of a report, or the sources of their information.

Bottom line on what to say if you are going to decline credit:

"We have reviewed your Credit Application, and you currently do not meet our qualifications for a credit account. We would be happy to consider extending credit to your company again in the future, but for now the terms of sale are: _____." *And*, remember, this is *all* you need to say!

Should an unusual situation arise that perplexes you concerning any information appearing on a report, please call us for further clarification. If there is an error, a corrected report will be issued immediately.

NACM Houston
December 2004

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Provides your customers with a convenient way to pay you while accelerating your company's cash flow.

4
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Great Programs

1
One
Greater Goal
Improving your
credit department's
performance



Ocean Bank Building - 2nd Floor | 10950 S.W. 88th Street | Miami, FL 33176
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YOUNG CREDIT EXECUTIVES ROUNDTABLE

Win Win Solutions: Internal & External Customers

Presented by Tom Tolleson, Bison Building Material, Ltd.

There's nobody better to take advice from when dealing with customers! Tom Tolleson, Sales & Marketing Manager for Bison Building Material, Ltd. will spend this session on tips for dealing with people, taking a proactive approach with sales and problem solving. Don't miss this opportunity to pick up on some helpful points to advance in your career!

August 18, 2005

Registration/Networking/Breakfast: 7:45–8:15am

Program: 8:15–9:45am

Cost: \$5 per person

Contact Gretchen Neel at 281-228-6100 ext. 1317, gneel@nacmsouthtexas.org, or fax 281-228-6123 to make your reservation!

To participate in YCER, you should have 5 years or less experience in the industry... if you have more, ask about being a mentor for the group!

The new Young Credit Executives Roundtable is designed to provide up-and-coming credit professionals with a forum for effective and confident decision-making in regards to business credit information, financial analysis and collection practices. Through a series of education and networking forums, attendees will walk away with enhanced knowledge of how to's for credit management, collections finance, personnel performance management, technology and more! Each course will be taught by an industry professional speaker who understands the bottom-line impact on your company and that you must have a strong grip on credit and collections basics.

Member companies may attend one YCER meeting at only \$5 per attendee. Thereafter, the company must have a group membership for \$100 whereby it may send as many representatives as wished to each meeting for \$5 per attendee. Monthly YCER fees will be billed semi-annually (June and December) unless another payment method is chosen.

Name: _____

Title: _____

Company: _____

Mailing Address: _____

City/State/Zip: _____

Phone #: _____ Fax #: _____

E-mail: _____

Payment MUST be received before attending the class.

Payment: Check # _____ Bill My Company* Online Bill Pay

American Express Visa MasterCard Discover

Credit Card #: _____ Exp. Date: _____

Signature: _____ Date: _____

(*Only available to members who can receive an e-mailed invoice.)

Mail: NACM Houston, Attn: Gretchen Neel, 10887 Wilcrest Drive, Houston, TX 77099

Fax: Attn: Gretchen Neel at 281-228-6123 • **Phone:** 281-228-6100 ext. 1410

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

WHAT'S COMING UP???

NACM Houston August Education Calendar

NACM Scholarships are available!

Date	Event, Presenter	Times
Aug 8	Teleconference: UCC Article 9 <i>Presenter: Wanda Borges, Esq.</i> For more information, please contact the NACM Meetings Dept. at 410.740.5560.	2:00-3:00pm
Aug 10	Teleconference: Veteran's Affairs Vendor's Payables <i>Hosted by Finance Center (Austin)</i> For more information, please contact Deb Carroll, Government Business Group Director.	2:00-3:00pm
Aug 18	YCER: Win Win Solutions: Internal & External Customers <i>Presenter: Tom Tolleson/Bison Building Material, Ltd.</i> There's nobody better to take advice from when dealing with customers! Tom Tollelson, Sales & Marketing Manager for Bison Building Material, Ltd., will spend this session on tips for dealing with people, taking a proactive approach with sales and problem solving. Don't miss this opportunity to pick up on some helpful points to advance in your career!	7:45-9:00am
Aug 18	Collection Management <i>Presenter: Jim Shreve/FTD Resources</i> Participants who complete this training program should be able to: understand how to set and achieve their collection goals for business accounts, identify the reasons and early warning signs of a delinquency problem, understand how to conduct telephone collection calls, send effective delinquency letters, monitor collection activity, and decide when to use an attorney for collection matters.	8:30am-4:30pm
Aug 22 - Dec 2	Online Accounting Course: NACM-National For more information, please contact the NACM Education Dept. at 410.740.5560.	
Aug 22	Teleconference: New Way to Collect Preference Claims Could Cause You Headaches <i>Presenter: Judy O'Neill, Esq.</i> For more information, please contact the NACM Meetings Dept. at 410.740.5560.	2:00-3:00pm
Aug 24	Advanced Financial Analysis <i>Presenter: Jim Shreve/FTD Resources</i> This is ideal advanced training for underwriters, credit representatives or anyone desiring to enhance their credit analysis skills. Participants will acquire more advanced credit skills and gain an understanding of the risks, issues and requirements for underwriting a commercial credit request.	8:30am-4:30pm
Aug 31	Teleconference: Emerging Trends in Fraud and Credit <i>Presenter: Jack Williams</i> For more information, please contact the NACM Meetings Dept. at 410.740.5560.	2:00-3:00pm

NOTE: This is a tentative schedule. For prices contact your NACM Houston Education Director at 281.228.6100. Dates, times and presenters on all scheduled events are subject to change. All events will be held at the NACM Houston Conference Center, 10887 Wilcrest Drive, Houston, TX 77099. Call 281.228.6100 or see us (www.nacmsouthtexas.org) for directions or registration information.

Did you know?

There are 27 staff members to serve you every day? Twenty-two staff members work for Business Credit Services and five staff members work for the Association.

www.nacmsouthtexas.org

WELCOME NEW MEMBERS!!!

Community Certified Development Corp.
 Crosby State Bank
 Epic Systems
 Gooding LLC
 Sprint Sand & Clay L.L.C.
 Texas Capital Bank
 Williams, Birnberg & Anderson, L.L.P.

2005-2006 BOARD OF DIRECTORS

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Precision Flamecutting & Steel

Carol Zingelmann, CCE
Schlumberger Technology Corp.

Congratulations to our award winners:

Honorary Member:

Ben Torrance, CCE – Enterprise Bank

Walt Wissel Chairman's Citation:

Bernard Forde – NACM Houston
Carol Zingelmann, CCE – Schlumberger
Technology Corp.

Credit Executive of the Year:

Lou Mulligan, CBF – National Oilwell
Varco Inc.

Excellence in Credit Award:

Royal Baths Manufacturing Co. Ltd.
Finalist: Core Laboratories, Inc.

Cruise Winner:

Leanne Pease, CCE – Equistar Chemicals LP



Direct Hire – Temporary
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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

ANNUAL MEETING HIGHLIGHTS



Honorary Member award winner Ben Torrance, CCE (Enterprise Bank) with NACM-National President Robin Schauseil.



Excellence in Credit finalists Dennis Rohr and Jay Wald, CCE (Core Laboratories, Inc.) with NACM-National President Robin Schauseil.



Door Prize winner Joni Carlisle (Delta Steel LP) with fellow member Jack Southern (Texas Steel Processing, Inc.).

Congratulations to our Olympian of the Year

Kevin Chandler, CCE **Halliburton Energy Services**

Currently, Kevin is the Director of Global Credit and Collections for Halliburton Energy Services. However, he has also allocated his 20 years of experience in international credit, finance and receivable management between other companies such as General Electric, Westinghouse Electric and Landmark Graphics Corporation. Not only has he provided employers with hard work and dedication, he has also been very active in NACM Houston. He received his CCE designation and CEW certification through NACM Houston before serving in 1999 as Chairman of the Board. We are very fortunate to have such an outstanding gentleman as a member of NACM Houston and are very honored to present him as our Olympian of the Year.

Congratulations, Kevin!!!

2005 SUPER TUESDAY & SUPER WEDNESDAY SCHEDULE

2005 Dates	Program Topics	Presenters	Menu
Aug. 16 & 17	Workplace Do's & Don'ts	TBD	Enchilada Fiesta
Sep. 20 & 21	The Price: Part 3	NACM Emcee	Rib Eye Steak
Oct. 18 & 19	Credit Jeopardy	NACM Emcee	Chicken Parmesan & Penne Pasta in Pomodoro Sauce
Nov. 22 & 23	Sarbanes Oxley & the Credit Department	Craig Power/Cokinis, Bosien & Young	Tur-Duc-Hen
Dec. 20 & 21	Collections Jeopardy	NACM Emcee	Grilled Spiced London Broil

Make your reservations now!

Online: www.nacmsouthtexas.org

Fax: 281.228.6120

Phone: 281.228.6100

Come try our menu! New caterers for 2005:

Logan Farms Honey Baked Hams (Kirby & Rice Location)

Mama Ninfas

Lasagna House

Bailey Connor Catering

AUGUST

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1 11:30am: BLMT	2	3	4 6:00pm: Accounting	5	6
7	8 2:00pm: Teleconference: UCC Article 9	9	10	11 6:00pm: Accounting	12	13
14	15	16 11:30am: BLMT 11:30am: ELEC 11:30am: HAC	17 11:30am: CONT 11:30am: INDS 11:30am: INTL 11:30am: OFSS	18 7:45am: YCER 8:30am: HRIS 8:30am: Collection Management 11:30am: ADME 6:00pm: Accounting	19	20
		Super Days				
21	22 Online Accounting Course Begins 2:00pm: Teleconference: New Ways to Collect Preference Claims... 5:45pm: Executive Committee	23 11:30am: PLUM 5:45pm: Board Meeting	24 8:30am: Advance Financial Analysis	25 11:30am: STLM 6:00pm: Accounting	26	27
28	29	30	31 2:00pm: Teleconference: Emerging Trends in Fraud and Credit			