

The Business Credit Pro

Today's Resource for the Busy Credit Professional



SUPER DAYS

August 22-23, 2006

Dealing with Difficult Customers

Chris Myers, CEO of Credit Alternatives, will be here to discuss tips on how to deal with difficult customers.

Please feel free to invite other people from your company to this part of the Super Days' events. The cost is \$24 per person for the event, \$27 for walk-ins. Same-day cancellations and no-shows will be billed.

Please sign up at <https://www.nacmsouthtexas.org/login.asp> to come to the event.

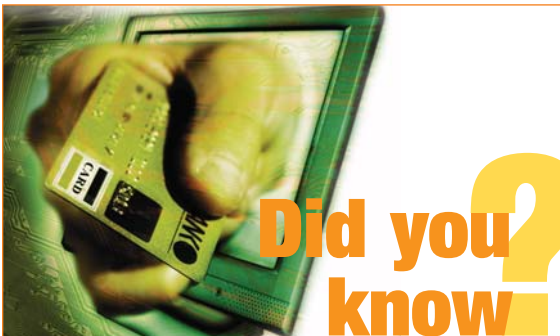
11:30am-12:30pm

Industry Credit Group meetings will follow the presentation.

Lunch will be Rib-Eye Steak!

If you have any questions or comments, please contact Pam Brennan at 281.228.6100, ext. 1318.

NACM Houston • 10887 Wilcrest Dr. • Houston, TX 77099



Did you know NACM Houston has added a credit card feature to the online Pay My Bill link?

Log on to our website at www.nacmsouthtexas.org to check it out!

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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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Frontier Materials Concrete

Lou Mulligan, CBF 713.868.8725
National Oilwell Varco Inc.

Susan Nash, CBF 713.551.7923
TIW Corporation

JUNE OLYMPIANS

Linda Bost, CCE	Wilson Industries LP	1.20
Lou Mulligan, CBF	National Oilwell Varco Inc.	1.20
Jim Clem, CCE	Ashbrook Simon-Hartley Operations LP	1.00
Daniel Clift	Dorsett Brothers Concrete Supply	1.00
Tom White, CCE	Chevron	1.00
Feli Wong	KHCW	.40
Janice Conway	Southern Crushed Concrete	.20
Dean Kelly	Hope Lumber	.20
Betty Krolczyk	Marathon Spa & Bath	.20
Celli Martinez	Franklin Bank	.20
Alan Moskowitz	Sigma Corporation	.20
Bryce Pippitt	Superior Natural Gas	.20
Patrick Rowe	NuFlo Technologies LP	.20
Wayne Taylor	Dealers Electrical	.20

NACM-National Events August/September

Additional events are listed in the What's Coming Up??? calendar on page 4 and at www.nacm.org/events/calendar.shtml.

Aug 9-11	NACM-GBG Seminar: Get Paid By Uncle Sam	GBG Doubletree, Washington, DC 410.740.5560
Sept 5-9	Business Credit Principles	NACM Education Dept. The Staybridge Suites Columbia Hotel Baltimore Columbia, MD 410.740.5560
Sept 6	FCIB Book Publishers Export Credit Group Meeting	FCIB Time-Life Building, New York, NY 410.423.1840
Sept 13	FCIB New York International Round Table	FCIB The Princeton Club, New York, NY 410.423.1840
Sept 14	NACM-GBG Teleconference: DoD Contract Close-Out	GBG Presenter: DFAS Columbus 410.740.5560
Sept 17	FCIB Int'l Credit & Risk Management Online Course	FCIB 410.423.1840
Sept 19-20	10th Annual Gateway Credit Conference & Expo	Katie Schad Crowne Plaza Clayton, St. Louis, MO 636.680.9201
Sept 20	FCIB California International Round Table	FCIB Luxe Hotel Sunset Boulevard, Los Angeles, CA 410.423.1840
Sept 28	FCIB Miami International Round Table	FCIB The Ritz-Carlton, Coconut Grove, Miami, FL 410.423.1840



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
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www.nacmsouthtexas.org

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 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, Pam Brennan 1318

Membership

Membership Mktg. Specialist, Gretchen Neel 1317
 Membership Mktg. Specialist, Dominique Ivey 1482

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

Collections

Manager, Frank Edmond 1430

**Out-of-Court Workouts &
 Int'l Government Affairs**

Manager, Robert H. Davis 1370

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.*

National Groups Calendar 2006

Day	Date	Group	City	Hotel/Location
Thu-Fri	Aug 17-18	NWNPS	San Antonio	Hilton Palacio del Rio
Mon-Tue	Sept 11-12	NOSS	Houston	Sheraton IAH
Wednesday	Sept 13	CHEM	Houston	NACM Center
Sun-Tue	Oct 8-10	TRMG	San Antonio	Crowne Plaza
Sun-Wed	Oct 8-11	NTCG	San Antonio	Crowne Plaza
Sun-Tue	Oct 8-10	NRTG	San Antonio	Crowne Plaza
Sun-Wed	Oct 8-11	NAEC	San Antonio	Crowne Plaza
Friday	Oct 13	NWWEM	San Antonio	TBD

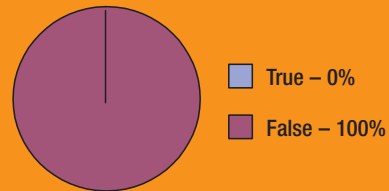
NACM Credit Manager's Index (CMI)



Flash Poll Results

Statement #1:

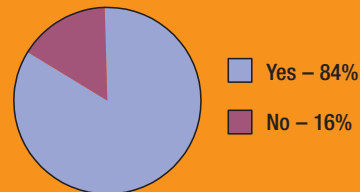
You have no issues with your customers; they all pay on time and are wonderful.



Majority Answer: False

Statement #2:

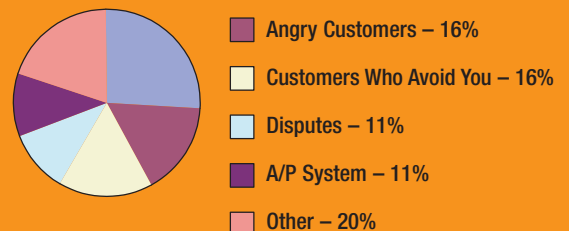
Difficult customers impact your entire day, not just the time in which you are dealing directly with them.



Majority Answer: Yes

Statement #3:

What type of difficulties with customers would you most like to learn how to deal with?



Majority Answer: Timely Payment

Date	Event, Presenter	Times
Aug 4	Introduction to Financial Analysis <i>Presenter: Jim Shreve/FTD Resources</i> This seminar is designed for those that require a more in-depth understanding of financial/accounting terms, how to interpret key information from financial statements and the process of performing a credit analysis. This workshop will provide participants an understanding of the accounting terms and principles deployed in the generation of financial statements. Attendees will gain a firm perspective of the analysis process and how to interpret financial information.	8:30am-4:30pm
Aug 4	Bonds & Liens (San Antonio) <i>Presenters: Eric Cohen & Jason Walker/Andrews, Myers, Coulter & Cohen, P.C.</i> This seminar is a must attend for all who deal with bonds and liens! In this half-day workshop, attendees will be informed about new bond and lien laws as well as changes to the property and government codes.	9:30am-2:30pm
Aug 7 - Oct 28	Online Business Law Course For more information, please contact the NACM Education Dept. at 410.740.5560.	
Aug 7	Teleconference: Sarbanes Oxley: What the Credit Executive Needs to Know <i>Presenter: Wanda Borges, Esq./Borges & Associates, LLC</i> For more information, please contact the NACM Meetings Dept. at 410.740.5560.	9:00-10:00am & 2:00-3:00pm
Aug 10	One Day Accounting <i>Presenter: Ronnie Archer, CCE/Dunn Enterprises</i> This seminar is designed for the credit professional with little or no accounting background. Seminar attendees will become acquainted with such terms as debits, credits, assets, liabilities, income, expense and how these financial puzzle pieces fit together. Also, you will be shown how these terms relate to a balance sheet, income statement, and a cash flow statement. A chief objective of this seminar is to show the credit professional how the above-listed information is related to the credit field and how access to this knowledge will help you do your job more confidently.	8:30am-4:30pm
Aug 16	YCER: Turning Problems Into Opportunities <i>Presenters: Lou Mulligan, CBF/National Oilwell Varco Inc. and Rosalind Turner/Royal Baths Manufacturing Co. Ltd.</i>	7:45-9:45am
Aug 16	Teleconference: Credit Card Processing <i>Presenter: Lora Wettengel</i> For more information, please contact the NACM Meetings Dept. at 410.740.5560.	
Aug 21	Teleconference: Escheatment: What Every Credit Manager Needs to Know <i>Presenter: Valerie Jundt</i> For more information, please contact the NACM Meetings Dept. at 410.740.5560.	2:00-3:00pm
Aug 25	Tools of Financial Analysis <i>Presenter: Jim Shreve/FTD Financial Services</i> The seminar is designed for those who have attended Introduction to Financial Analysis or attendees that 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.	8:30am-4:30pm
Aug 28 - Dec 16	Online Accounting Course - NACM National For more information, please contact the NACM Education Dept. at 410.740.5560.	
Sept 6	UCC & Lien Filings <i>Presenters: Greg Powelson and Jerry Bailey/Nationwide Credit Services</i>	8:30am-4:30pm
Sept 8	Basic Business Grammar & Communication Skills <i>Presenter: Kathleen Quill, CAE, CBA/NACM Houston</i> This is a great refresher course for anyone who wants to brush up on grammar and communication skills. This workshop will cover letters and memos, e-mail and phone etiquette, as well as the proper usage of commonly misused grammar.	8:30am-11:30am
Sept 11	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
Sept 11	Teleconference: Credit Applications <i>Presenter: Lynnette Warman, Esq.</i> For more information, please contact the NACM Meetings Dept. at 410.740.5560.	9:00-10:00am & 2:00-3:00pm
Sept 14	YCER: Winning Credit Applications <i>Presenter: TBA</i>	7:45-9:45am

Date	Event, Presenter	Times
Sept 20-22	All-South Conference: Gatlinburg, Tennessee For more information, please contact Angela Brent at angela@nacmet.org .	
Sept 20	Teleconference: Antitrust, Restraint of Trade and Unfair Competition <i>Presenter: Wanda Borges, Esq./Borges & Associates, LLC</i> For more information, please contact the NACM Meetings Dept. at 410.740.5560.	9:00–10:00am and 2:00–3:00pm
Sept 25	Application deadline for the November 6, 2006 CBA, CBF, CCE Designation Exams For more information, please contact the NACM Education Dept. at 410.740.5560.	
Sept 25	Teleconference: An Update on Reclamation and Stoppage of Delivery and the New Administrative Claim in Favor of Goods Suppliers <i>Presenter: Bruce Nathan, Esq./Lowenstein Sandler, PC</i> For more information, please contact the NACM Meetings Dept. at 410.740.5560.	9:00–10:00am and 2:00–3:00pm
Sept TBA - Nov TBA	Business Law – Houston <i>Instructor: Daniel J. Goldberg, Esq./Ross, Banks, May, Cron and Cavin</i> This course qualifies for and is required to attain CBF certification. With the legal environment of business constantly changing, it is imperative to have a solid understanding of the laws that affect business and credit. This course is designed to introduce students to the basics of law, the legalities of contracts, and the emerging importance placed upon laws affecting cyber crimes.	6:00–9:00pm
Sept TBA - Nov TBA	Financial Statement Analysis I – Houston <i>Instructor: Ronnie Archer, CCE/Dunn Enterprises, Inc.</i> This course qualifies for and is required to attain CBA certification. FSA I is a reasonably unstructured method of interpreting accounting data in an effort to understand the current financial performance of an entity and project its future health. This first course in financial statement analysis emphasizes analyzing financial statements issued by companies using ratio analysis techniques and analysis of the statement of cash flows.	6:00–9:00pm

It's so easy to register, just call Gretchen Neel at 281.228.6100, ext. 1317. 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, Houston. www.nacmsouthtexas.org

LEADERSHIP OPPORTUNITIES

It's a New Year for NACM Houston. NACM Houston is calling upon you to serve on the **NACM Houston Standing Committees for 2006-2007**. Committees set the course of NACM Houston. Your participation is not only needed, it's personally and professionally rewarding! Connect with other members, earn CEU points, take charge and make a difference. Please contact Kathleen Quill at 281.228.6100 or kquill@nacmsouthtexas.org.

- **Education**
- **Government Affairs**
- **Membership**
- **Special Events**



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

PRIVILEGED AND CONFIDENTIAL INFORMATION

“Information obtained from NACM Houston is a privileged and confidential exchange of historical experience among members. Members who violate the confidence of another member are subject to suspension or expulsion. Under no circumstances will you show to any of your customers any credit reports or ledger information or reveal sources thereof.”

- NACM Houston Membership Application

Some guidelines for sharing information include:

1. Give only historical facts about your own experience.
2. Never report or discuss your future intentions or ask the future intentions of another creditor.
3. Never give advice about a customer or ask for the advice of another creditor.
4. Never give your own opinion or ask for the opinion of another creditor.
5. Never discuss or ask other creditors to discuss their terms of sale or specific company policies.
6. Never reveal information from other members to anyone outside your own credit department.

WELCOME NEW MEMBERS!!!

Cameron Valves & Measurements
Chevron Corporation
Corestaff Services
Elliott Electric Supply
Janco Concrete
Jevic Transportation, Inc.
Resulte Universal
US Filter Envirex Products

All-South Credit Conference

September 20-22
Gatlinburg, TN

For more information:
www.nacm.org/events/allSouth06/allSouth06_index.shtml

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- > **Check Guarantee Program**
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Improving your
credit department's
performance



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YOUNG CREDIT EXECUTIVES ROUNDTABLE

Turning Problems into Opportunities

Presented by: **Lou Mulligan, CBF - National Oilwell Varco Inc.**
Rosalind Turner - Royal Baths Manufacturing Co.

Bring in your biggest problem and our presenters will help you turn it into an opportunity! Remember, our presenters have plenty of experience in the credit profession and want to pass along as much advice as they can! **Whoever brings the most challenging problem will walk away with a prize!**

August 16, 2006

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

Program: 8:15–9:45am

Cost: \$5 per person

Contact Dominique Ivey at 281.228.6100 ext. 1482, divey@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 your need to 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: _____

Company Name: _____ Member: _____

Mailing Address: _____

City/State/Zip: _____

Phone #: _____ Fax #: _____

E-mail: _____

Payment:* Check # _____ Bill My Company** Online Bill Pay
 American Express Visa MasterCard Discover

Credit Card #: _____ Exp. Date: _____

Name on Card: _____ Billing Zip Code: _____

Signature: _____

*Payment **MUST** be received before attending the class.

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

Mail: NACM Houston, Attn: Dominique Ivey, 10887 Wilcrest Drive, Houston, TX 77099

Fax: Attn: Dominique Ivey at 281.228.6123 • **Phone:** 281.228.6100, ext. 1482

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

2006 SUPER TUESDAY & SUPER WEDNESDAY SCHEDULE

Dates	Program Topics	Speaker	Menu
Aug 22 & 23	Dealing with Difficult Staff and Customers	Chris Myers	Rib-Eye Steak
Sep 19 & 20	Internal Communications	TBA	Brisket
Oct 17 & 18	Write-offs, Credits, Escheatment	CPA Firm	Hawaiian Chicken
Nov 28 & 29	Price Part III	NACM Staff	Stuffed Chicken Breast
Dec 12	The Basics of Networking	NACM Staff	Beef Stroganoff

Make your reservations now! Online: www.nacmsouthtexas.org Fax: 281.228.6120 Phone: 281.228.6100

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3 6:00pm – Accounting	4 8:30am – Introduction to Financial Analysis 9:30am – Bonds & Liens (San Antonio)	5
6 Online Business Law Course Begins 9:00am & 2:00pm – Teleconference: Sarbanes Oxley – What the Credit Executive Needs to Know	7 11:30am – BLMT	8	9	10 8:30am – One Day Accounting 6:00pm – Accounting	11	12
13	14	15 7:45am – YCER	16	17 9:30am – HRIS 11:30am – ADME 6:00pm – Accounting	18	19
20	21 2:00pm – Teleconference: Escheatment – What Every Credit Manager Needs to Know	22 11:30am – BLMT 11:30am – ELEC 11:30am – HAC	23 11:30am – CONT 11:30am – INDS 11:30am – INTL 11:30am – OFSS 11:30am – STAF	24 11:30am – Accounting	25 8:30am – Tools of Financial Analysis	26
27	28 Online Accounting Course Begins 5:45pm – Executive Committee	29 5:45pm – Board of Directors	30	31 11:30am – STLM		

AUGUST