

The Business Credit Pro

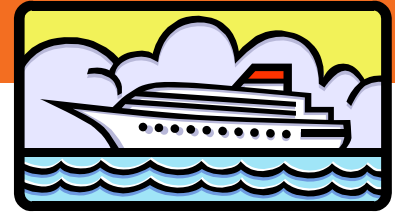
NACM Houston



National Association of Credit Management

Today's Resource for the Busy Credit Professional

You're Invited...



Make your next stop aboard the S.S. Credit Queen at your Professional Port of Call! Join NACM Houston on your Professional Port of Call at the 99th Annual Meeting & Workshop.

PORTS OF CALL

Wednesday, July 20, 2005

NACM Houston Conference Center

1st Stop:

"Heroic Actions to Strengthen Your Credit and Sales Relationship"

Presented by: Davy Tyburski

8:30am-11:30am

Workshop Only: \$69

Final Destination:

99th Annual Meeting

11:30am-2:00pm

Annual Meeting Only: \$40

Workshop & Annual Meeting: \$104**

**30 recipients will receive scholarships that have been allotted for those members who wish to attend both the Workshop and the Annual Meeting. These scholarships are on a first-come first-served basis for those companies who participate in the Scholarship Fund, so make your reservation now!

(Registration Form on page 2!)

Call to Service

NACM Houston is looking for members who are interested in sitting on the following committees for 2005-2006:

- Membership Marketing
- Special Events
- Education
- Government Affairs

Please contact Michele Hamby or Gretchen Neel at 281-228-6100 for more information.

2 Workshop Registration Form

2 June's CMI Results

3 May Olympians

3 Flash Poll Results

4 What's Coming Up???

5 10 Strategies for Rebuilding

..... **JULY 2005** **INSIDE preview**

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7 Staying Legal...Easier Than You Think

8 National Groups Calendar

9 Super Days and July Calendars

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	281.228.6100/6153
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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Dunn Enterprises

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Associated Welding

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Schlumberger Technology Corp.

Corporate Counsel

Craig Powers 713.535.5528
Cokinos, Bosien & Young

Annual Meeting & Workshop Registration Form

Company Name _____

Member # _____

Name(s) _____

___ @ \$69 Workshop Only

___ @ \$40 Annual Meeting Only

___ @ \$104 Workshop & Annual Meeting

I'd like to apply for a scholarship for both the Workshop & Annual Meeting

Select Payment: (Payment MUST be received before the event.)

Check Enclosed Bill My Company* Online Bill Pay
 Visa MasterCard Discover AmEx

Credit Card # _____

Expiration Date _____

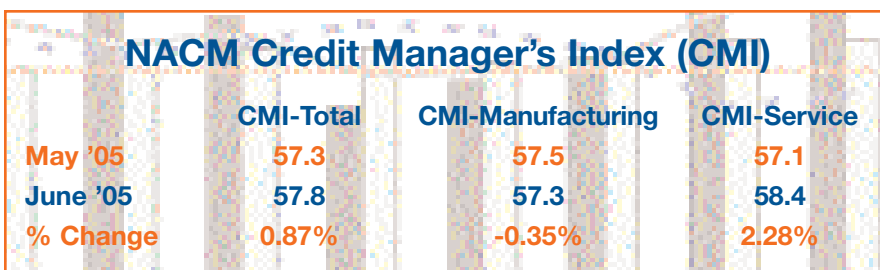
Name on the card _____

Authorized Signature _____

Billing Zip Code _____

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. 1317

*Bill My Company is only available to members who can receive an e-mailed invoice.



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 Kruschke 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.*

WELCOME NEW MEMBERS!!!

FERGUSON HEATING & COOLING

JB HUNT TRANSPORT SERVICES INC.

LONESTAR TRANSPORTATION

METRO WASTE SYSTEMS

MIDSTREAM FUEL SERVICE

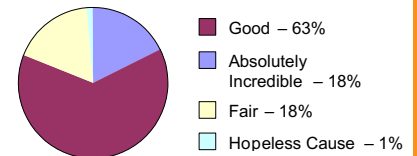
CONGRATULATIONS TO OUR OLYMPIANS!!!

May Olympians

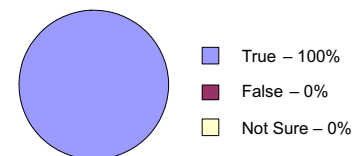
Matt Kessler	Ferguson Enterprises	1.0
Don Hoffman	Watts Trucking	.20

**Super Tuesday/Super Wednesday
 Flash Poll Results**

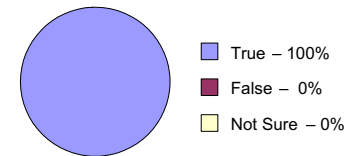
**Statement #1: How would you rate
 your experience working with your
 sales department?**



**Statement #2: For your organiza-
 tion to maximize its revenue and
 cash performance, building and
 maintaining a positive relationship
 between your credit and sales
 team is very important.**



**Statement #3: Opening more
 channels of communication
 between the credit and sales
 department would help both sides
 be more successful.**



NACM Scholarships are available!

Date	Event, Presenter	Times and Event Type
July 11	Teleconference: Creditors' Committees: Adapting to the Times <i>Presenter: Mark Berman, Esq.</i> For more information, or to register, please contact the NACM Meetings Dept. at 410-470-5560, or visit NACM-National's website at www.nacm.org .	2:00-3:00pm
July 13	GBG Teleconference: What's In A Contract Number <i>Hosted by Pat Holloway, RCSG.</i> For more information, or to register, please contact the NACM Meetings Dept. at 410-470-5560, or visit NACM-National's website at www.nacm.org .	
July 18	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
July 20	Heroic Actions to Strengthen Your Credit and Sales Relationship <i>Presenter: Davy Tyburski/CreditandSales.com</i> Come and learn how salespeople think and how they approach challenges; how to improve the communication between your teams; how to use problem-based learning to improve your results; and learn how to avoid the costly mistakes that can hinder your relationship. You will leave with an understanding of personal traits of credit and sales professionals; how to build on common goals of the credit and sales teams; solutions for overcoming challenges and, The 7 Heroic Actions to Strengthen Your Credit and Sales Relationship immediately.	8:30-11:30am
July 20	GBG Teleconference: Unique Item Identification <i>Hosted by Tom Edison/Defense Acquisition University (West).</i> For more information, or to register, please contact the NACM Meetings Dept. at 410-470-5560, or visit NACM-National's website at www.nacm.org .	
July 21	The Basics of UCC Filings (YCER) <i>Presenter: Greg Powelson/Nationwide Credit Services</i> If you are new at filing UCCs, then you can't afford to miss this! Join us as Greg Powelson explains the types of filings and which is best for your company. You will leave this workshop not only knowing the importance and purpose of UCC filing, but also exactly what steps need to be taken to file one.	7:45-9:45am
July 22	In Search of the Perfect Business Credit Application <i>Presenter: Scott Blakeley, Esq./Blakeley & Blakeley LLP</i> No need to look any further! Presenter Scott Blakeley will discuss the key terms and conditions a credit application should contain to be the perfect business credit application! In addition, this workshop will contain recent legal developments affecting the key terms and conditions.	8:30-11:30am
July 25	Teleconference: Escheatment Laws & Unclaimed Property Reporting Requirements: You Can't Afford "Not" to Be in Compliance! <i>Presenter: Valerie Jundt</i> For more information, or to register, please contact the NACM Meetings Dept. at 410-470-5560, or visit NACM-National's website at www.nacm.org .	2:00-3:00pm
July 25	Nationwide Certification (CBA, CBF, CCE) Exam Test Date	
July 27	Defending Preferences After the Bankruptcy Reform Act of 2005 <i>Presenter: Brent Wells, Esq./Wells Henry Law Firm</i> Mark your calendars! Don't miss this opportunity to find out how the new Bankruptcy Reform Act, which goes into effect October 17, 2005, will impact preferences. Join Brent as he discusses what steps need to be taken so you aren't left behind.	8:30-11:30pm

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.

10 STRATEGIES FOR REBUILDING CORPORATE VALUE

Striving for efficiency increases revenues, reestablishes corporate value, and enables a troubled company to emerge from financial distress. Fixing “broken” businesses requires focusing on efficiency.

NACM has been offering its “Alternatives to Bankruptcy” successfully for over 75 years, acting as a Credit Ambassador in some instances as part of its services to assist troubled companies who have lost credibility and credit with their vendors and suppliers.

There are numerous pitfalls in how distressed companies approach the process of repairing their “broken” business. Below, are 10 strategies that can help these businesses avoid such problems and focus on rebuilding corporate value:

- **Plan Ahead**
- **Seek Help Early**
- **Minimize Expenses**
- **Evaluate the Corporate Structure**
- **Pick Battles Carefully**
- **Dispose of Excess Baggage**
- **Control the Budget**
- **Increase Employee Productivity**
- **Be Realistic, Flexible**
- **Rely on Outside Professionals and Programs**

Efficiency is certainly a goal of every business, whether or not it is solvent. Striving for efficiency allows companies to build more effective managerial and financial structures. It increases revenues, reestablishes corporate value, and enables a troubled company to emerge from financial distress.

NACM’s Business Credit Services can assist you with your distressed customer at a fraction of the cost and time associated with a Chapter 11 filing, and, in many cases, recovers a larger portion of your debt, if not all of it. If you have any questions, please contact Robert H. Davis at 281-228-6100, extension 1370.

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Reducing your credit card processing fees which will lower your costs of accepting customer payments by credit card.
- > **Online Bill Pay**
Provides your customers with a convenient way to pay you while accelerating your company's cash flow.

4 Great Programs
1 Greater Goal
Improving your credit department's performance



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YOUNG CREDIT EXECUTIVES ROUNDTABLE

The Basics of UCC Filings

Presented by Greg Powelson, Nationwide Credit Services

If you are new at filing UCCs, then you can't afford to miss this! Join us as Greg Powelson explains the types of filings and which is best for your company. You will leave this workshop not only knowing the importance and purpose of UCC filing, but also exactly what steps need to be taken to file one.

June 16, 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.

STAYING LEGAL...EASIER THAN YOU THINK

by 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 easy 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 decisions...and to protect you while you 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 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):



ALL SOUTH CONFERENCE

September 14-16, 2005
Birmingham, Alabama

To register, please visit
www.nacmbirmingham.com

(Continued on page 8)

(Continued from page 7)

- 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 to the 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 a 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 real 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” document 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.

Did you know? The average days of collection for accounts turned over to NACM-BCS is 35 days.

www.nacmsouthtexas.org

2005 National Groups Calendar

DAY	DATE	GROUP	CITY	HOTEL
Thursday	Aug 18	NASP	Las Vegas	FLAMINGO
Thu/Fri	Sept 8-9	NOSS	Houston	Sheraton North IAH
Thu/Fri	Sept 22-23	NWNPS	Las Vegas	TBD
Sun/Mon/Tue	Oct 9-11	TRMG	Phoenix	Renaissance Hotels and Resorts

2005 SUPER TUESDAY & SUPER WEDNESDAY SCHEDULE

2005 Dates	Program Topics	Presenters	Menu
July 20	Annual Meeting	Davy Tyburski	
Aug. 16 & 17	Work Place 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/Cokinos, 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

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	INDEPENDENCE DAY NACM Houston Closed	4	5	6	7	8
				6:00pm: Accounting		9
10	11	12	13	14	15	16
2:00pm: Teleconference: Creditors' Committees: Adapting to the Times	11:30am: BLMT			6:00pm: Accounting		
17	18	19	20	21	22	23
8:30am: Tools of Financial Analysis			8:30am: Heroic Actions to Strengthen Your Credit and Sales Relationship 11:30am: Annual Meeting	7:45am: YCER 8:30am: HRIS 6:00pm: Accounting	8:30am: In Search of the Perfect Business Credit Application	
24	25	26	27	28	29	30
	Designee Exams 2:00pm: Teleconference: Escheatment Laws & Unclaimed Property Reporting Requirements	11:30am: PLUM 11:30am: BLMT 11:30am: ELEC	8:30am: Defending Preferences After the Bankruptcy Reform Act of 2005	11:30am: STLM 6:00pm: Accounting		
31						