

Business Credit Pro

TODAY'S RESOURCE FOR THE BUSY CREDIT PROFESSIONAL

AUGUST 2016

August Super Days

Inside Preview

- 2 Groups Meeting Calendar
- 3 New Members and Olympians
- 3 Flash Poll
- 3 2016 Super Days
- 4 Super Days Meeting Photos
- 5 How To Make Millennials Loyal To Your Organization
- 6 What to do with "Secular Stagnation"
- 8 An Unusual Experience
- 9 Why NACM?
- 9 Mississippi Lien Law Seminar
- 10 ARC/CISC Meeting
- 11 CMI July Report
- 11 Tip of the Month
- 12 What's Coming Up in Professional Education?
- 13 Texas Statewide Construction Credit Group Meeting
- 14 NACM Gulf States At-a-Glance

Upper Layers

August 23 & 24

Speaker: Derrick Jones, CEO,
Jones International

Topic: The Leadership Dilemma

DETAILS:

- Networking lunch begins at 11:30am
- Lunch is \$26 per person; \$31 for walk-ins
- Not a member of a group? Contact Phaedra Vaughner for information on joining: pvaughner@nacmgs.org

Group Meetings

Tuesday, August 23

12:30pm:

Contractors Supply Group
Building Materials Group
Electrical Supply Group

Wednesday, August 24

10:00am:

International Credit Executives

12:30pm:

Oilfield Service & Supply
President's Circle



For more information or to register, please call:

281-228-6100

or reserve your seats online **TODAY!**

NACM Gulf States
Houston Conference Center
10887 S. Wilcrest Drive
Houston, TX 77099

Business Credit Pro

NACM Gulf States

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

Jackie Hoelting, CCE, CCRA
GSC Wholesale LLC 713-842-5161

First Vice Chairman

Robert Verhage, CBA, CCRA 281-829-8010
Seven Meadows Auto Group LLC

Second Vice Chairman

Anne Scarcella, CCE, CCRA 713-293-1684
Jake's Finer Foods

Treasurer

Charles Dunlap 281-978-2126
Ntegrity Financial Solutions

President

Kathleen Quill, CAE, CBA 281-228-6100
NACM Gulf States

Directors

Molly Atlas 713-683-8996
Memco, Inc.

James Criswell 832-200-0818
Professional Alternatives, PC

Bruce McKee 281-485-1458
Packaging Service Co. Inc.

Steve McQueen 504-733-8500
Dyke Industries Inc.

Andrew Perry, CCRA 713-944-2000/5206
Inspectorate America

John Stryker, CCE 832-386-5430
Citgo Petroleum Corporation

Barry Tuck, CBA 281-758-6991
Sysco Corporation

Chair Emeritus

Don Burell, CCE 281-285-1963
Schlumberger Technology Corporation

Corporate Counsel

Carl Doré Jr., Esq. 281-829-1555
Doré Law Group

Groups Calendar

2016 National Group Meetings

Sep 22-23	National Wholesale Nursery Products & Supplies Group Crowne Plaza - French Quarter - New Orleans, LA	8:30am-5:00pm
Oct 20-21	National Oilfield Service & Supply New Orleans, LA	8:30am-5:00pm
Oct 23-25	Transportation Revenue Management Group Bally's - Las Vegas, NV	8:30am-4:00pm

2016 Regional Group Meetings

Sep 18-19	Texas Statewide Group Meeting Hyatt Stockyards - Fort Worth, TX	8:30am-5:00pm
Sep 18-20	All South Credit Conference Hyatt Stockyards - Fort Worth, TX	8:30am-5:00pm

Houston - Local Group Meetings for August

Aug 9	Hotel Restaurant & Institutional Supply Group Teleconference	11:30am-12:30pm
Aug 9	Houston Energy Group TBD	11:30am-1:00pm
Aug 23	Heating & Air Conditioning Group NACM Conference Center - Houston, TX	10:30-11:30am
Aug 23	Contractors Supply Group NACM Conference Center - Houston, TX	12:30-1:30pm
Aug 23	Building Materials Group NACM Conference Center - Houston, TX	12:30-1:30pm
Aug 23	Electrical Supply Group NACM Conference Center - Houston, TX	12:30-1:30pm
Aug 24	International Credit Executives Group NACM Conference Center - Houston, TX	10:00-11:30am
Aug 24	Oilfield Services & Supply Group NACM Conference Center - Houston, TX	12:30-1:30pm
Aug 25	Mississippi Building Group TBD	12:00-1:30pm
Aug 25	Steel & Metal Supply Group Ginger & Fork - Houston, TX	11:30am-1:00pm

Louisiana - Local Group Meetings for August

Aug 9	New Orleans Electrical Group Drago's Restaurant - Metairie, LA	12:00-1:30pm
Aug 16	Louisiana Institutional Food Group Capital City Produce - Baton Rouge, LA	11:30am-1:00pm
Aug 17	New Orleans Building/Industrial Suppliers Galley Seafood Restaurant - Metairie, LA	12:00-1:30pm
Aug 23	Baton Rouge Building/Industrial Suppliers H & E Equipment - Baton Rouge, LA	12:00-1:30pm



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

Directory

NACM Gulf States
10887 Wilcrest
P.O. Box 721348
Houston, TX 77272-1348
www.nacmgs.org

Main Phone Number 281-228-6100
Toll Free 866-252-NACM
Main Fax 281-228-6122

Staff Extensions

Accounting
Vice President of Finance & Administration, Bernard Forde 1450

Administration
President, Kathleen Quill, CAE, CBA 1400
Executive Administration, National Groups Manager Becky Showers, CGA 1405
Louisiana Division, Henry Albert, CGA 1560

Membership/Education/Groups
Phaedra Vaughner, CGA 1350
Legislative Issues
President, Kathleen Quill, CAE, CBA 1400

NACM 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 1430
Distressed Business Services
Int'l Collections
Manager, Gerald Clements 1430

Credit Interchange
Credit Investigator, Carolyn Lewis-Pajeaud 1561
Interchange Supervisor, Wanda Love 1330
Special Reports, Deidre Henry 1341
Data Specialist, Nicki Woodard 1355

Key Accounts & Special Products
Manager, Byron McKinney, CGA 1333

Product & Service Consultant,
Henry Albert, CGA 1560
Natalie Wriston 1331

Both NACM Gulf States 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.

July New Members

Direct Energy

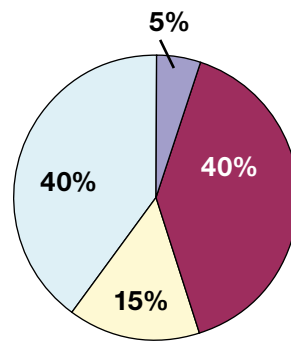
July Olympians

Don Hamilton
Jake Herberger
Jeff Paschal
Chris Siffert

Flash Poll

NACM Gulf States: The Leadership Dilemma

How do you best manage the layers of management and conquer the leadership dilemma?



- A. Follows the rules and expects others to do the same
- B. Monitors performance, gives feedback regularly
- C. Stays out of the limelight, lets team accept credit for results
- D. Can see what is not working and brings new thinking and action into play

2016 Super Days

DATES

Aug 23 & 24 (Tue/Wed)

Sep 20 & 21 (Tue/Wed)

Oct 18 & 19 (Tue/Wed)

Nov 16 (Wed)

Dec 7 (Wed)

TOPIC/SPEAKER

UPPER LAYERS - Leadership
Derrick Jones

BRIDGING - Member Networking

FACE to FACE
Kathleen Quill, CAE, CBA

PLUG IN - Member Networking
Ervin Hughes

Holiday Gala

Build certification roadmap points, participate in the Credit Managers' Index! Need a reminder? [Sign up](#) to receive an alert email, sent when the survey opens each month.



Next chance to participate is **August 15-19**. Visit the [CMI survey page](#) any time during these dates to help bring awareness to the credit profession.

Super Days Meeting

July Super Days provided all attendees an opportunity to maximize their EXCEL knowledge from Emma Cosme, CCE, CCRA. The homemade burgers and hot dogs were an added treat.



How To Make Millennials Loyal To Your Organization

Hi everyone! I'm coming to you from a cruising altitude of 36,000 feet—somewhere over Missouri if my bearings are anywhere accurate (or Missouri if you're from there)—on my way back from a speaking engagement in Michigan. I'm quickly learning that one of the most glamorous parts of this speaking gig is to get the opportunity to spend countless hours in airports! Read the sarcasm in the latter part of that sentence—we spent two hours tonight either waiting to pull back from the gate or waiting for our turn on the tarmac. I think the plane had a flat tire or a broken wing or something.

But I digress. Even though that part wasn't ideal, I did manage to run into three separate people whom I've known but lost contact with over the years while running between gates at O'Hare. One was a co-worker from eight years ago, and the other two were old college friends. It was fun catching up and hearing what they're doing now, even if it was only for a few minutes.

Interestingly, all three of them had changed jobs within the last three years—not only jobs but companies. Two of them were in completely separate industries, while another was working for a competitor from their previous position.

I'm not going to say it surprised me. After all, all three were Millennials, which means they are inherently disloyal. As I'm sure you've read, my people hate everybody. But the key question is *Why!*? Why do we hate everyone else? That's tough to answer—and the publications out there don't make it much easier to understand. We either aren't loyal because we want more money (*Inc.*), a more purposeful organization (*Deloitte*) or because we want to “date more” (*Business Insider*). And who can argue with that? I mean, haven't we all dated a few companies only to scarf the entire tub of ice cream when we broke up? I know I did!

The #1 problem companies are facing today is trying to prepare for an extremely large workforce entering retirement and build up the group of next-generation leaders to carry these companies forward for the next 30 years. And anytime this comes up, the topic of Millennials and their lack of loyalty towards employers always enters the conversation. But how can we realistically—and systematically—create an environment where **all employees** (not just Millennials) want to stay and help build the future? Here are a few simple ideas to get started:

Partner, Ask and Listen

The key to this process starts with communication (surprise!).

We talk to organizations every week about getting to know your employees as people. That's leadership 101; it's not rocket science. But a different way to frame this is to ask yourself if you (or your company) are treating people like a **partner** in the business. Are the employees you are trying to keep partners in the process—or just someone filling a seat? Most companies have moved away from the kinds of guarantees that Baby Boomers grew up with.

There are almost no pensions anymore, and many employees are now hired on a contract or temp-to-hire basis—and that can't help but make Millennials feel less like people and more like pieces of your corporate machine. If you're not doing something positive to counterbalance that undeniable negative, then you shouldn't be surprised when your new hires leave for someone who promises a little more stability and security.

Here's another one. Are you empowering your people to own the success (and failures) your company's experiences—or are you building silos between management and associates? What happens too easily in business is that we discount people, their ideas, or their value based on their title or specific role in the organization. Quite honestly, we take people for granted. But if you can tap into the concept of treating everyone like a partner in the outcome, they might help you figure out how to get there—and enjoy it enough along the way to stick around and see what happens in the end.

The second two concepts—**Ask and Listen**—go hand in hand. **Ask** for their opinions and ideas about how to tackle a new project or expand into a new market, and let them know you're **listening** even when, as will often be the case, you will choose to go in a different

(continued)

Digitize and Transform
Your Work Process
Using the All-In-One
B2B Credit Management
Platform

Learn more @ Bectran.com

Bectran **NACM**
National Trade Credit Report

The advertisement features a dark background with a vertical stream of green and white binary code (0s and 1s). The main text is centered and uses a mix of red and white colors for emphasis. At the bottom, there are two logos: the Bectran logo on the left and the NACM National Trade Credit Report logo on the right.

direction. **Ask** what they want out of their career, then **listen** to the response while trying to remove any of your own feelings associated with it. It might be a different response than you think it should be, but that's OK; after all, it's going to be their journey to live. But I can guarantee you'll build a stronger organizational culture if people of all generations feel as though you're seeking input, asking questions and genuinely listening to what they are saying.

If you remember Partner, Ask, and Listen, I promise the young people will come a long way towards becoming more loyal to your organization or team. And it may just help out the Gen-Xers, Boomers, and your business along the way.

Author: Matt Havens, The Jeff Havens Company

For the past decade, Matt has been at the forefront of generational issues, working in various leadership roles at a Fortune 50 company in areas as diverse as marketing, employee retention, and management. Because of this expertise, Matt's brother Jeff Havens approached Matt for help in crafting a new keynote presentation on generational issues in the workplace. The resulting Us vs. Them was so fun to create—and so relevant to businesses of every shape and size—that Matt began presenting the talk himself.

What to do with “Secular Stagnation”

This is not a concept that Larry Summers invented—the term has been around since the Great Depression. He is just the one who has brought it back to the conversation. In the beginning, he was looked on as something of an extremist. Other economists asserted this was more for attention than an accurate assessment of the state of the U.S. economy. That position has started to reverse for a lot of the economists who have been trying to understand just why the growth expected at this stage of a recovery has not taken place at the pace anticipated. It would seem that we are experiencing secular stagnation or at least a form of it despite the fact there are signs that contradict this bleak outlook.

In the simplest of terms, secular stagnation means that there is a chronic state of low growth that seems immune to the efforts of the monetary system—too little investment and too much saving. The inability of the banks to jumpstart growth has been evident for quite some time as interest rates have fallen to lows not seen in decades. Still, there has been little or no real progress. The question now is what can be done to break the pattern. It would be simple enough (technically if not politically) to engage in stimulative spending, but this has risks, especially if there really isn't the secular stagnation that Summers has suggested.

Analysis: From the very start of this recession, the response has been unusual. The traditional reaction to even a minor downturn in the past had been a fiscal and monetary version of

(continued)

NACM Gulf States is partnered
with Dun & Bradstreet

dun & bradstreet

GROWING RELATIONSHIPS THROUGH DATA

**You are able to get the solutions you need
through the NACM affiliate you know.**

**Things can change
overnight and we want you
to be ready every day.**

Be ready by:

- **Knowing the Risk in Your Current Portfolio**
- **Receiving Alerts Daily about Your Customers**
- **Having Pro-active Processes Specific to Your Credit Management Needs**

Contact your Gulf States rep today to learn more!



PROFESSIONAL
ALTERNATIVES
credit and risk group

**Direct Hire - Temporary
Preview - Contract**

**Specialist in
Staffing Credit and
Collections Professionals**

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

“all hands on deck.” There would be interest rate cuts and reducing the reserve ratio and other monetary policy moves from the central bank, but these were seen as longer-term incentives to growth. They made lending by the banking system more aggressive and the policies were expected to coincide with a fiscal plan. This would be actions by Congress to step up spending and lower taxes—anything to get money in the hands of the consumer so that there would be economic growth. The problem with that strategy this time was apparent from the start—the government was already seriously in debt and was already carrying a big deficit. There was reluctance to add to the burden without knowing for certain the tactic would work to boost the performance of the overall economy. The U.S. had entered the recession without the room needed to stimulate.

Is it time to throw caution to the wind and engage in such stimulation in order to shake the economy out of its lethargy? There are many who are asserting just that, but there remains the worry about dealing with all the debt and deficit down the road. If the U.S. economy could be expected to grow at 4% to 5% for the next several years, there would be little hesitation as that growth would allow progress on both issues, but the pace of growth for the last couple of decades has been around 2.5%. That is only half the speed needed. If a big spending and tax cutting effort was undertaken, it is certain the debt and deficit would get worse, but it isn't as clear that progress would be made as far as growth is concerned. Part of the problem with setting strategy at the moment is that not all the signs point to the crisis of secular stagnation. The unemployment situation has improved over the last year and the stock markets are certainly robust enough. There have been improvements in some of the overall indicators that measure transportation and manufacturing activity, so the whole picture is not as bleak as it would seem. The fear is that the fiscal efforts would not really address the core issues and just leave the country with even more debt and higher deficits. It is clear that simple demographics will mean higher debts as the aging population will mean higher health care and retirement costs.

What options are available if these traditional remedies are too risky or insufficient? Summers and several others have suggested the most effective option would be a massive infrastructure effort. The fact is that borrowing costs are now incredibly cheap and there is really no better time for a government (or company or individual) to acquire debt—especially if that debt buys something of value. In the case of the government, this would mean a modern infrastructure. The state of the system now is miserable—earning a grade of D- from the civil engineering community. The roads are in awful shape, bridges on the verge of collapse, airports that have been overwhelmed for years and seaports unable to handle the modern shipping fleets. This is just the repair side of things. The country desperately needs new transportation options—everything from new highways to better mass transit. The systems that are common in other countries do not even exist in the U.S. This lack of infrastructure costs billions of dollars in lost business and inefficiency every year. This is, however, just the

(continued)

1,190.00	2,283.61	1,000.00	1,586.89
6,028.35	4,000.00	2,000.00	51,146.33
3,190.00	1,000.00	4,166.00	4,904.06
3,646.00	42,195.72	1,010.00	9,000.00
6,139.17	8,000.00	2,500.00	4,166.00
3,800.00	4,398.94	4,166.00	3,500.00
3,327.30	3,830.00	2,026.50	3,500.00
2,000.00	3,048.24	1,183.08	11,261.39
2,453.72	5,100.00	8,197.76	1,126.29
10,805.00	1,000.00	2,500.00	3,000.00
1,910.48	2,117.37	1,600.00	1,088.82
2,365.19	2,500.00	1,000.00	2,544.73

IS THIS YOUR MONEY?

Recent recoveries of member delinquent accounts that they **NEVER** thought they'd see again! If your \$\$\$ aren't here, you need to place those accounts **TODAY!**

Meet the Leaders of the NACM Gulf States team:



Gerald Clements
Collection Manager
gclements@nacmgs.org

- 27 years of commercial retail and international collections
- 20 years of training in legal collection policies and practices



Kristen Donnell
Senior Asset Investigator
kdonnell@nacmgs.org

- 14 years of commercial and retail collections
- Specialist in account recovery

Let our **NEW** and **EXPERIENCED** Collection team get back your money when you need it. Do the math across your entire portfolio and let us make the difference.

Call Byron, Natalie or Henry today for your discounted **member-only** rates!

281-228-6100

NACM Gulf States
National Association of Credit Management
www.nacmgs.org

transportation side of things. The power grid is inefficient and vulnerable. The communications grid is inadequate and access to the Internet remains limited.

If there was a concentrated effort to bring the national infrastructure up to speed, the impact on the economy would be stunning in the short and long term. The immediate impact would be felt through the additional jobs created to deal with these projects. The long-term gains would come as transportation, communication and power generation all improved. The risks of spending and incurring additional debt would be balanced against the assets gained and the impact on overall growth. There is nobody suggesting this would be a panacea. There will still be the risks of too much debt and deficit, but there would be something to point at when the money is spent. There has been plenty of evidence over the years to back up claims of economic expansion due to the growth and development of infrastructure.

There is logic to such an approach, but in the current political climate, the chance remains slim. There is no enthusiasm for spending and the dominant attitude of the GOP has been anti-government—no matter what effort is under discussion. The battle over spending is intense as there are hundreds of ways to spend and little consensus on what to emphasize. Even if there was to be an effort to expand infrastructure spending, there would be intense competition from every part of the country claiming their project must be the priority. There is simply not enough money to handle that demand.

Source: Armada Corporate Intelligence's Business Intelligence Brief, July 19, 2016, www.armada-intel.com

The Business Intelligence Brief is an online information service, published electronically and prepared by Armada Corporate Intelligence. The publisher has taken all reasonable steps to verify the accuracy of the content of this information. Armada Corporate Intelligence shall not be responsible for any errors or omissions.

An Unusual Experience

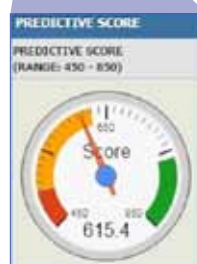
I am certainly no stranger to speaking—my mouth is going non-stop most of the time. The vast majority of these talks are all along the same lines though—some variation on the theme of economics as one would expect from an economist. Several weeks ago, a friend asked me to do an unusual speech for her organization. They are engaged with the developmentally disabled and had just merged two groups together. They were having a dinner to celebrate that merger and to reassure those who were not really sure this was such a good idea. I was the keynote and have never been more nervous as I was not talking economics or any variation thereof. I was supposed to inspire and motivate and this is NOT what economists are noted for.

I elected to focus on four key words and the concepts they embody—courage, dedication, justice and understanding. The courage of the everyday as we all wake up and embrace the

(continued)

Introducing the NACM Gulf States **PulseCheck**®

You don't need to know EVERYTHING, you just need to know if anything changed.



Top four elements for the Predictive Score and where they rank against all companies like them in the database.

Predictive score based on TRADE PAYMENT DATA
What you really need to know if how they pay suppliers like you!

What you get for your \$69.99 monthly subscription:

- Company name and location confirmation, including any DBA, AKA, FKA or OCN names
- All related companies in the database
- The Predictive Score Gauge
- The Predictive Score Risk Class
- The top predictive factors that affected that score
- Price protection as long as you don't miss a payment
- Discounted prices on full reports purchased off of PulseCheck®

Call your Product & Service Consultant today to get set up.
This introductory price won't last long.

*The no-so-fine print (restrictions):
Payment must be by autopayment via credit card or checking account.
30 days notice is required to cancel service.
Any additional purchases must be off of a prepaid contract or by the same autopay method.*

challenges we know we will face that day. The dedication that leads us to be loyal to those we work with and for. The justice we seek to offer to those that don't see enough of it and the understanding that we are all individuals of worth. At one time or another, we have all felt ignored, unappreciated and misunderstood. Some of the men and women who attended the dinner were part of that disabled community and the way they are so often treated is heartbreaking. They are shunned and ignored even as they try to reach out. I will always remember the exchange I had last night with a man suffering from cerebral palsy.

It is such a cruel condition—a mind trapped in a body that has betrayed. He was in a wheelchair, arms twisted and useless. He had to be fed and more food landed on his bib than he consumed. He could not speak outside of a few grunts and noises, but he understood everything I said. We talked about the speech as I

asked what he liked the best and what he thought about the ideas. He communicated with jerks of his head and could form a thumbs-up with his left hand. His mom was in tears as she pointed out that nobody (outside the wonderful staff at his home) had engaged in a real conversation with her son in years. I came away from this experience truly humbled and grateful for the life I lead.

Source: *Armada Corporate Intelligence's Business Intelligence Brief*, July 20, 2016, www.armada-intel.com

The Business Intelligence Brief is an online information service, published electronically and prepared by Armada Corporate Intelligence. The publisher has taken all reasonable steps to verify the accuracy of the content of this information. Armada Corporate Intelligence shall not be responsible for any errors or omissions.

Why NACM?

I have been a subscriber to NACM's collection services for close to 20 years over the course of my employment with four different companies including Interior Exterior Building Supply, LP for the past 10. As credit manager, our delinquent accounts are extensively pursued in-house, turning them over to NACM collection services only as a last resort with little expectation for payment. However, time and time again, I have been pleasantly surprised with RESULTS. The relationships borne from my association with NACM staff, colleagues and legal professionals occasionally engaged on warranting accounts have proven invaluable to our success as a credit department. On two past occasions I have tried other collection providers only to be dissatisfied. It is fair to say that I am a committed customer of NACM's collection services for life.

Terri Lamonte
Credit Manager
Interior Exterior Building Supply



Mississippi Lien Law Seminar



Instructor Clyde X. "Trey" Copeland, III, Esq., of Jernigan Copeland & Anderson, PLLC provided an in-depth seminar to a packed house on July 21st. Watch for upcoming Louisiana education session and remember we are always here to listen to your industry concerns.

ARC/CISC Meeting

Thirty-three affiliate personnel made the ARC/CISC meeting a great success. NACM Gulf States was honored to host this meeting. Thank you to the National Trade Credit Reporting Team for all the insight into this “AWESOME” product and NACM Tampa for enabling us with the best technology to assist our members. A special thanks to Experian and Dun & Bradstreet for the “Listen & Learn” sessions on their products.



July Report

Mirroring the volatility in the economy, the July CMI saw some factors gain while others declined.



“We saw job creation numbers crash to levels not seen since the recession in May and jump back to nearly record levels in June,” noted NACM Economist Chris Kuehl, Ph.D. “The latest durable goods numbers are down due to the reduction in export activity, but the housing sector is showing more strength than it has since before the downturn. Now we see some of that back and forth in the CMI data as well.”

The combined (manufacturing and service sectors) score regained some momentum in July and is now at 53.5 after having been down to 52.7 last month. Most of the extreme activity, however, is seen in the various subcategories. The combined index of favorable factors improved enough to get back into the 60 range where it has been three times in the past year. Its strength shows up in growth through all four of its categories, which are in the high 50s or low 60s. This is a trend that needs to continue if there is to be any progress in the economy overall.

The combined index of unfavorable factors showed more distress as this is the second-consecutive month with a sub-50 reading. Of the six subcategories, only two, rejections of credit applications and filings for bankruptcies, are above the line (50) that divides contraction from expansion.

Concerning credit applications, Kuehl commented, “the fact that applications are up but approvals are down indicates that there are more companies in trouble and hoping they find a supplier that will give them credit regardless. There are not that many gullible companies out there these days; and therefore, there are more rejections.”

As for the other four unfavorable categories, they are hovering below 50. Volatility is evident as shown in both the favorable and unfavorable indexes of all categories with the first trending upward and the other downward in each case.

View the complete [CMI report for July 2016](#) for a full breakdown that includes commentary on the manufacturing and service sector results, and data tables and graphics. [CMI archives](#) may also be viewed on NACM's website.

Tip of the Month

As if domestic doesn't bring enough scary risk elements, international sales take it to a whole new level of horror!



International credit reports are now better than ever. Your NACM Gulf States staff will help you select the best product for you, in the time frame you need it, at the best price possible from our extensive list of international report sources.

We know which agency is strong in a particular region or country, and which are not.

We know who you can trust to bring you reliable credit-granting information.

Ask any NACMGS rep today for a sample of a China, Russia or U.K. report. We know you'll be as impressed as we are.

Kathleen E. Quill, CAE, CBA, NACM Gulf States

Keep looking—next month's winner might be YOU!



**Call 281-228-6100
or email Becky Showers at
bshowers@nacmgs.org
to claim your prize.**

What's Coming Up in Professional Education?

DATE	EVENT, PRESENTER	TIME
Aug 11	<p>Government Contracts Made Simple Presenter: Ervin Hughes, President, Dominion Capital Management Conduct research to find bid opportunities and interview government buyers and “drop-ship” suppliers. Assess a bid opportunity and implement competitive pricing strategies. Facilitate and explain working capital and business credit with customers. Own and operate a government supply contracting business. This workshop will cover financial management and personal income goal planning; company setup, vendor registration and certification; accessing working capital and credit bid research review, and buyer interview; price research, price triangulation and supplier interview; how to submit bid packages; and networking, marketing and advertising. Lunch will be provided. Held at the NACM Conference Center. \$799 per person. The member discount code is NACMGS50. Click here for the payment page.</p>	11:00am–1:00pm
Aug 12	<p>Basic Credit Boot Camp Presenter: Kathleen Quill, CAE, CBA This course provides an overview of the trade credit function including credit policy, credit applications and laws governing their creation and implementation, role of credit as a part of the sales function, investigating the creditworthiness of a potential customer, identifying the red flags of risk and much, much more! Lunch will be provided. \$239 members, \$339 non-members.</p>	8:30am–4:30pm
Aug 15	<p>Learning to EXCEL with NACM: Part 3—Development of Wide-Ranging Credit Management Dashboards Using MS Excel Presenter: Suleman Qureshi In this three-part webinar series, we will cover advanced excel topics and show you how best to utilize this powerful tool. For more information on this NACM-National webinar, click here.</p>	2:00–3:00pm
Aug 18	<p>Financial Statement Analysis 101 Presenter: Tamika Tyson, CICP, Nobel Energy This seminar is designed for those who 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. It will provide participants an understanding of the accounting terms and principles deployed in financial statements. Attendees gain a firm perspective of the analysis process and how to interpret financial information. Held at NACM Conference Center. \$239 Early Bird, \$339 Regular. Special package: Financial Statement Analysis 101 & Advanced Financial Statement Analysis \$450.</p>	8:30am–5:00pm
Aug 25	<p>Asset and Equipment Sales Presenter: Carl Doré Jr. Esq., Doré Law Group Learn how to generate money from a bankruptcy. Be proactive and take those assets to auction. \$149 members, \$249 non-members.</p>	8:30am–12:00pm
Aug 26	<p>M&M Bond Liens Presenter: Richard Fulton, Esq., Coats Rose This seminar is a <i>must attend</i> for all who deal with bonds and liens! You will learn about forms for notices and claims, laws concerning bills-paid affidavits, lien claims against commercial and residential property, how to obtain property information, requirements for submitting a claim and procedures and time limits for filing liens. \$239 members, \$339 non-members.</p>	8:30am–4:30pm
Sep 2	<p>Collections 101 Presenter: Robert Verhage, CBA, CCRA, Texas Auto Pros This workshop is designed to provide you with the knowledge and tools to be king of the collections jungle, with an overview of collections as a basic function of credit management, with emphasis on effective collection!</p>	8:30am–12:00pm
Sep 2	<p>Rapid Fire Collections Tips Presenter: Robert Verhage, CBA, CCRA, Texas Auto Pros Continue the momentum from the morning Collections 101 class. Get down and dirty with tips to help you become a rapid reloader and refine your collection efforts. Be assured that this session will result in actionable tips that will bring more money into your company tomorrow. Guaranteed to create enthusiasm for the credit profession in the students new to the profession and rekindle “the fire” of the more seasoned credit veterans.</p>	1:00–5:00pm
Sep 6–Dec 6	<p>Credit Law Presenter: Carl Doré, Jr., Esq., Doré Law Group 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 law affecting cyber-crimes.</p>	6:00–9:00pm
Sep 6	<p>Accounting Online Course Begins For more information on this NACM-National online course, click here.</p>	
Sep 8–Dec 8	<p>Financial Statement Analysis I Presenter: Robert Verhage, CBA, CCRA, Texas Auto Pros The goal of this course is to improve the participant's ability to translate financial statement numbers into a meaningful map for business decisions. Participants will be able to approach financial statements with enhanced confidence and understanding of a firm's historical, current and prospective financial condition and performance. Prerequisite: Accounting</p>	6:00–9:00pm

What's Coming Up in Professional Education?

DATE	EVENT, PRESENTER	TIME
Sep 12	Business Law Online Course Begins For more information on this NACM-National online course , click here .	
Sep 12	Credit Law Online Course Begins For more information on this NACM-National online course , click here .	
Sep 18–22	Financial Statement Analysis 2: Credit and Risk Assessment A course for credit and risk analysts, CCE exam candidates and those striving to earn the new NACM Certified Credit & Risk Analyst (CCRA) certification. For more information on this NACM-National certification course , click here .	
Sep 28	Blast Away Procrastination: Get It Done Now Do you have way too much to do and never enough time to do it? Are you overwhelmed with all that you've been putting off? Is it almost impossible to get through all the clutter in your office and in your life? Rita Emmett, a "Recovering Procrastinator," is the author of the best-selling book, <i>The Procrastinator's Handbook</i> . In her high content/high fun interactive presentations, she shares techniques and strategies to help you transform from semi-productive to mega-productive, fatigued to energized and scattered to focused. Once you have tools to break the procrastination habit and get things done <i>now</i> , you will be amazed at the transformation in your business and your life. If you can't find the time for this session, perhaps <i>this</i> is the session you need. For more information on this NACM-National teleconference , click here .	

For information on all **events held at NACM Gulf States**, contact the [NACM Gulf States Education Department](#) or call 281-228-6100.

For **certification exam registration** contact the [NACM Education Department](#) or call 410-740-5560.

For **teleconferences and all other events**, contact the [NACM Meetings Department](#) or call 410-740-5560.

NOTE: This is a tentative schedule. Dates, times and presenters on all scheduled events are subject to change.

Texas Statewide Construction Credit Group Meeting



It was "Hot, Hot, Hot" at the July 21-22, 2016 meeting in San Antonio, Texas. The Fiesta meeting provided a great credit discussion for members and guests. Jason Walker of Andrews Myers provided a legislative update on lien law revisions.

Next meeting will be held in Fort Worth, Texas on September 19th in conjunction with All South, September 18-20th.

NACM Gulf States At-a-Glance

AUGUST 2016

Tues, Aug 2

6:00pm - Business Law

Thurs, Aug 4

6:00pm - Basic Financial Accounting

Fri, Aug 5

8:30am - Making an Oil & Gas Credit Decision

Tues, Aug 9

10:00am - Navigating the NACM Gulf States Credit Reporting Database and Member Page Resources

11:30am - HEC Group Meeting

11:30am - HRIS Group Meeting

6:00pm - Business Law

Thurs, Aug 11

8:30am - Financial Statement Analysis 101

11:00am - Government Contracts Made Simple

6:00pm - Basic Financial Accounting

Fri, Aug 12

8:30am - Basic Credit Boot Camp

Tue, Aug 16

6:00pm - Business Law

Thurs, Aug 18

8:30am - Intro to Financial Statement Analysis

6:00pm - Basic Financial Accounting

Tues, Aug 23

SUPER DAYS

10:30am - HAC Group Meeting

12:30pm - BLMT Group Meeting

12:30pm - CONT Group Meeting

12:30pm - ELEC Group Meeting

Wed, Aug 24

SUPER DAYS

10:00am - INTL Group Meeting

12:30pm - OFSS Group Meeting

12:30pm - President's Circle

Thurs, Aug 25

8:30am - Asset & Equipment Sales

11:30am - STML Group Meeting

Fri, Aug 26

8:30am - M&M Bond Liens

SEPTEMBER 2016

Fri, Sep 2

8:30am - Collections 101

1:00pm - Rapid Fire Collections Tips

Tues, Sep 6

6:00pm - Credit Law

Thurs, Sep 8

10:00am - Navigating the NACM Gulf States Credit Reporting Database and Member Page Resources

6:00pm - Financial Statement Analysis 1

Tues, Sep 13

11:30am - HRIS Group Meeting

6:00pm - Credit Law

Thurs, Sep 15

8:30am - Advanced Financial Statements:

How to Communicate Decisions

11:00am - Louisiana Lien Law

6:00pm - Financial Statement Analysis 1

Sun, Sep 18– Tues, Sep 20

All South Credit Conference – Fort Worth, TX

Tue, Sep 20

SUPER DAYS

12:30pm - BLMT Group Meeting

12:30pm - CONT Group Meeting

12:30pm - ELEC Group Meeting

6:00pm - Credit Law

Wed, Sep 21

SUPER DAYS

12:30pm - CHEM Group Meeting

12:30pm - OFSS Group Meeting

12:30pm - President's Circle

Thurs, Sep 22

11:30am - STML Group Meeting

6:00pm - Financial Statement Analysis 1

Tues, Sep 27

6:00pm - Credit Law

Thurs, Sep 29

6:00pm - Financial Statement Analysis 1