



superdays

A GOLDEN FINISH

2014 NACM Gulf States Holiday Gala Luncheon



Please call
281-228-6100
for more information or
register online TODAY!
www.nacmgs.org/events

Wednesday, December 10th
Doors open and Silent Auction
begins at 11:00 am
NACM Gulf States
Houston Conference Center
10887 Wilcrest Drive
Houston, TX 77099
\$26 per person

- Buffet Lunch
- Door Prizes
- Silent Auction**
- "Bring a Gift- Get a Gift" \$10 limit
- Toys for Tots Presentation
- to US Marines

*A Portion of the Silent Auction
proceeds goes to Cancer Crackdown*

- Come for your group meetings,
stay for a WINNING celebration!
- International Credit Executives - 10:00 am
 - Contractors Supply - 10:30 am
 - President's Circle - 1:00 pm
 - Building Materials - 1:00 pm
 - Oilfield Service & Supply - 1:00 pm



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NACM Louisiana

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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
Louisiana	504-885-3897/504-780-9346

Officers and Directors

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First Vice Chairman

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Silver Eagle Distributors

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JD Herberger & Associates PC

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

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Sysco Corporation

Chair Emeritus

Dave McMillen, CCE 713-551-0361

Corporate Counsel

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

2015 National Group Meetings

Jan 15-16	National Wholesale Nursery Group NACM Conference Center - Houston, TX	8:30am-5:00pm
Apr 19-21	Transportation Revenue Management Conference Williamsburg, VA	8:30am-5:00pm

Regional Group Meetings

Jan 22	Texas Statewide Construction Credit Group Hilton Garden Inn - Austin, TX	8:30am-5:00pm
Jan 23	Plumbing & Water Works Group Hilton Garden Inn - Austin, TX	10:00-11:00am
Jan 23	Drywall Supply Group Hilton Garden Inn - Austin, TX	3:30-5:00pm

Local Group Meetings for December and January

Dec 10	International Credit Executives Group NACM Conference Center - Houston, TX	10:00-11:30am
Dec 10	Contractors Supply Group NACM Conference Center - Houston, TX	10:00-11:30am
Dec 10	Building Materials Group NACM Conference Center - Houston, TX	1:00-2:00pm
Dec 10	Oilfield Service and Supply Group NACM Conference Center - Houston, TX	1:00-2:00pm
Dec 10	President's Circle Meeting NACM Conference Center - Houston, TX	1:00-2:00pm
Dec 17	Chemical Supply Group NACM Conference Center - Houston, TX	12:30-1:30pm
Jan 6	New Orleans Electrical Group Drago's Seafood Restaurant - Metairie, LA	12:00-1:30pm
Jan 6	Hotel Restaurant & Industrial Supply Group Jake's Finer Food - Houston, TX	11:30am-1:00pm
Jan 8	Baton Rouge Building/Industrial Suppliers Drusilla's Place - Baton Rouge, LA	12:00-1:30pm
Jan 13	Louisiana Institutional Food Group National Meat & Provision Company (NATCO) - Reserve, LA	12:00-1:30pm
Jan 15	New Orleans Building/Industrial Suppliers Andrea's Restaurant - Metairie, LA 70002	12:00-1:30pm
Jan 20	Contractors Supply Group NACM Conference Center - Houston, TX	10:30-11:30am
Jan 20	Electrical Supply Group NACM Conference Center - Houston, TX	12:30-1:30pm
Jan 20	Building Materials Group NACM Conference Center - Houston, TX	12:30-1:30pm
Jan 21	Oilfield Service and Supply Group NACM Conference Center - Houston, TX	12:30-1:30pm
Jan 21	President's Circle Meeting NACM Conference Center - Houston, TX	12:30-1:30pm
Jan 22	Steel & Metal Supply Group Jax Grill - Houston, TX	11:30am-1:00pm



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

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Toll Free 866-252-NACM
Main Fax 281-228-6122
Louisiana Office 504-885-3897

Staff Extensions

Accounting
Vice President of Finance & Administration, Bernard Forde 1450

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

Membership/Education/Groups,
Debra Martin, CGA 1317

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, Frank Edmond 1430

Distressed Business Services
Int'l Collections
Manager, Gerald Clements 1370

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

Sales & Services
Manager, Byron McKinney, CGA 1465

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.

**november
newmembers**

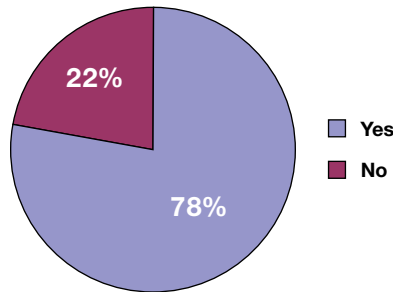
Moncla Eline Services
Stewart & Stevenson Power Products

**november
olympians**

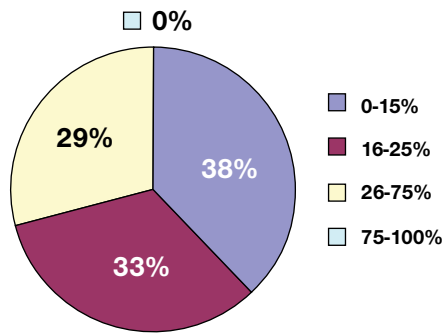
Daniel Jacobs

flashpoll

Does your company accept credit card payments for B2B charges?



If yes, what percentage of your invoices are currently paid by credit card?



Learn more during the exciting workshop:

Rolling Out a Credit Card Program and Surcharging the Customer

Presented by:
Scott Blakeley, Esq.

Friday, January 9, 2015
9am-12pm

Sign up by December 12 for the Early Bird Discount!

Workshop open to other industry partners.

See page 6 for more information.



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.

Coverage of the CMI has appeared in:
Wall Street Journal, Business Week, LA Times

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

HOLIDAY WISHES

from Henry, Lotus and Carolyn



A GOLDEN FINISH

2014 NACM Gulf States Louisiana Holiday Gala Reception



**Come toast our
winning season at
one or both**

**Thursday, December 11th
4:30 to 6:30 pm
Embassy Suites Hotel
4914 Constitution Avenue
Baton Rouge, LA 70808
\$20.00 per person**

**Please call 504-885-3897
for more information**

**Friday, December 12th
4:30 to 6:30 pm
Embassy Suites Hotel
315 Julia St
New Orleans, LA 70130
\$20.00 per person**



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what's coming up?

DATE	EVENT, PRESENTER	TIME
Dec 8	Fortifying Your Credit Foundation: Getting Ahead of the Next Superstorm Presenter: Jeffrey Cohen and Seth Van Aalten, Corporate Restructuring & Bankruptcy Group This webinar will provide tips, tools and best practices that credit managers can put in place now to maximize future collections. Mr. Cohen and Mr. Van Aalten will discuss guidelines for evaluating potential credit counterparties and suggested ways to minimize exposure in bankruptcy, specifically with respect to outstanding receivables and potential preference liability. Mr. Cohen and Mr. Van Aalten will also address what you can do to enhance recoveries in the event that your credit counterparty files for bankruptcy. Use this information to get ahead of the next downturn. For more information on this NACM-National webinar, click here .	2:00–3:00pm
Dec 10	The ABI Bankruptcy Reform Commission Speaks! Presenter: Bruce Nathan, Esq., Lowenstein Sandler LLP Bankruptcy reform has been much discussed and its impact on trade creditor rights could be significant. On December 6, the ABI Commission on the Reform of Chapter 11, established by the American Bankruptcy Institute to study and make recommendations for the reform of Chapter 11 of the U.S. Bankruptcy Code, will be presenting its recommendations to change this country's bankruptcy laws. The Commission held numerous hearings to solicit the views of many of the constituencies that would be affected by bankruptcy reform. That included a Commission hearing at NACM's 117th Credit Congress held on May 21, 2013 in Las Vegas when several credit professionals testified on their experiences with Section 503(b)(9)'s priority claim for goods delivered within 20 days of bankruptcy and preference claims and offered suggestions for reform, and a follow up session with representatives of the Commission at NACM's Credit Congress held on June 10, 2014 in Orlando, Florida to hear the concerns of Credit Congress attendees on issues of interest to them, as trade creditors, including preferences, Section 503(b)(9) priority claims, unsecured creditors' committees and other issues of interest to trade creditors. This program will discuss the Commission's report and recommendations for changes to the Bankruptcy Code that are of interest to and may have a profound impact on the rights of trade creditors, in particular the impact on Section 503(b)(9) priority rights, preference claims, unsecured creditors' committees and other trade creditor rights. There will also be a discussion of how the recommendations will affect other classes of unsecured creditors, secured lenders, and bankruptcy practitioners, such as trustees and other bankruptcy professionals. For more information on this NACM-National teleconference, click here .	2:00–3:00pm
Jan 7	Better Credit Management Today! Presenter: Roger Reed, CCE, Ferguson Enterprises, Inc. For more information on this NACM-National webinar, click here .	2:00–3:00pm
Jan 9	Rolling Out a Credit Card Payment Program and Surcharging the Customer Presenters: Scott Blakeley, Esq. and Ronald Clifford, Esq., Blakeley & Blakeley, LLP More customers are choosing credit cards, even personal cards, to pay vendors' invoices in the B2B setting. Credit cards are the most expensive payment channel, given the interchange fee vendors absorb, which erodes the profitability of the sale. Credit cards have amended their rules to provide vendors the right to surcharge the interchange fees to their card-paying customers. Learn how to roll out a credit card payment program with surcharges as you learn how to establish policies that address the program complexities and legal issues.	9:00am–12:00pm
Jan 12	How to Add Value to Your Business as a Credit Manager Presenter: Leonel Torrejón, ICCE, CuraScript SD Specialty Distribution For more information on this NACM-National webinar, click here .	2:00–3:00pm
Jan 14	Credit Applications in the Digital World Presenters: Jeffrey Cohen, Esq. and Seth Van Aalten, Esq. For more information on this NACM-National webinar, click here .	2:00–3:00pm
Jan 28	Guarantees: Using Them to Your Advantage Presenter: Deb Thorne, Esq., Barnes & Thornburg LLP For more information on this NACM-National webinar, click here .	2:00–3:00pm

Be on the lookout for the NACM Gulf States 2015 Calendar in the January issue of BCP.

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.

KQ's 10 Rules for Better Business Writing

- 1. The 10-10-10 Rule:**
Use no more than 10 letters in a word, 10 words in a sentence or 10 sentences in a paragraph.
- 2. When in doubt, don't:**
Stay away from questionable words, punctuation, emoticons...
- 3. Shorter is better:**
Enough said.
- 4. The written word lasts forever:**
Unlike diamond rings, it cannot be tossed into the ocean when you're not in love anymore.
- 5. Vocabulary counts:**
Archaic or incorrect usage of words distract from your purpose.
- 6. Tell me, don't try to impress me:**
Just SAY it! Don't flower up the page.
- 7. Proof, proof, proof:**
If it's controversial, have someone else read it before you hit "send."
(I know you're received some of those!)
- 8. Imitation IS the sincerest form of flattery:**
If something works on you, it's likely to work FOR you; copy it!
- 9. What is that you want me to do?:**
Be clear and specific. Don't make me guess what it is you want me to do.
- 10. The Jury Rule:**
If your email is enlarged and displayed as a 20-by-20 in front of a jury, would you be proud of it?

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



The November report from NACM sent the CMI back to the doldrums recorded in September. The reading dropped from 57.0 to 55.8, taking the index back to levels not seen since February and March when the economy was in the middle of a significant Q1 recession. It is not as low as September's reading of 54.9, but still lower than all but three of the last 12 months. The index of favorable factors dropped from 62.6 to 61.2. Remaining above 60 is still good news, but this month's level is tempered by prior readings as high as 63.8. There was also a drop in the unfavorable factor index as they went from 53.2 to 52.2. That puts this index at the same levels seen over most of the last 12 months and the conclusion reached from this performance is that the higher readings in October may have been the ones that were out of line with past behavior.

"This is the least desired outcome," said NACM Economist Chris Kuehl, PhD. "It now appears that the October numbers were the odd ones, and that changes the expectations for the rest of the year. There would not be quite the concern were it not for the fact that other economic data tends to support the notion that growth is stalling and worries that seemed to have faded earlier in the quarter have started to resurface."

Breaking down favorable factor index data provides some insight. Sales has been the most variable factor at 62.7 and new credit applications dropped from 59.4 to 58.1. The decline in dollar collections was also significant, dropping from 61.5 to 60.3. However, amount of credit extended only went from 63.8 to 63.7. "This is interesting given the drop in new credit applications, as it suggests that fewer companies were getting credit, but those that were receiving credit were getting more than in the past," Kuehl said.

"The breakdown in the unfavorable factors shows some serious problems developing," Kuehl said. Disputes was the only factor to improve with its rise from 50.4 to 50.8, while rejections of credit applications fell dramatically from 53.6 to 51.7. Accounts placed for collection dropped from 52.7 to 51.8. Dollar amount beyond terms and dollar amount of customer deductions also slipped about a point each. Filings for bankruptcies moved from 58.1 to 56.8 and that is lower than most of the last three years, which creates more concern about the stability of businesses.

View the complete [CMI report for November 2014](#) 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.



SAVE THE DATE

NACM Gulf States Annual Golf Scramble

CYPRESS LAKES GOLF CLUB
18700 Cypresswood Dr.
Cypress, Texas 77429

DATE: Monday, May 4, 2015

COST:

- \$99 per player *before* April 3, 2015 (PLUS, eligibility for the early bird prize: a \$50 Academy gift card!)
- \$126 per player *after* April 3, 2015 (includes box lunch, greens, cart, dinner and drinks)
- \$399 for a foursome (includes box lunch, greens, cart, dinner and drinks, *plus* hole sponsorship)

For more information,
please call:
281-228-6100



NACM's 119th Credit Congress & Exposition explores the all-American beauty and vitality of St. Louis. The Gateway City beckons NACM with Midwestern hospitality, May 17-20, 2015.

Join NACM for the largest gathering of business credit professionals in the United States to share in the celebration of professional excellence—the multitude of educational and networking opportunities and so much more.

Visit creditcongress.nacm.org to "Meet Me in St. Louis."

COMING SOON

2015 CALENDAR STRIPS and EDUCATION CALENDAR available in your JANUARY BCP

For more information on upcoming events, please contact the Education Department at 281-228-6100 or education@nacmgs.org.



Rolling Out a Credit Card Payment Program and Surcharging the Customer

Date: Friday, January 9, 2015

Time: 9:00am–12:00pm

Coaches: Scott Blakeley, Esq. and Ronald Clifford, Esq., Blakeley & Blakeley LLP

CEUs: 3.5

Rolling out a credit card payment program with a surcharge now makes this payment channel price competitive for vendors with other payment channels. This workshop will provide attendees with the necessary tools to implement their own credit card payment program with a surcharge rollout. Attendees will receive comprehensive materials for their credit card payment program and surcharge rollout.

"Knowledge is like a lion; it cannot be gently embraced."
-South African Proverb

Vendor's Best Practices

- Crafting an internal card policy that addresses the in-house procedures for accepting cards and compliance with card company rules including: procedure for accepting cards, whether by internet, phone or fax
- Customer card agreement form: terms and conditions to protect the vendor
- Limiting chargeback risk
- PCI compliance: building and maintaining a secure network and implementing safeguards to protect cardholder data
- Brand or product election
- Surcharge disclosure
- Storing cardholder information

Investment (before Dec. 12):

Members: \$175

Non-Members: \$190

After Dec. 12: \$249

Cancellations will be accepted for full refund no later than ten working days prior to the event. Substitute attendees accepted up to day of the event.

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

For more information
or to register, please call:
281-228-6100
or reserve your seats
online **TODAY!**



**YOU
JUST
HAD TO BE
THERE!**

**ALL SOUTH
CREDIT
CONFERENCE
OCTOBER
22-24, 2014**

2015 superdays

NO LION!

It's a jungle out there! Are you ready?

2015 Super Days dates and information to be released in the January issue of BCP.



**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

december 2014

sunday

monday

tuesday

wednesday

thursday

friday

saturday

	1	2	3	4	5 Toys for Tots & Gift Basket Donations Due	6
7	8	9	10 10:00am - INTL Group Mtg 10:30am - CONT Group Mtg 1:00pm - OFSS Group Mtg 1:00pm - BLMT Group Mtg 1:00pm - President's Circle Mtg HOLIDAY GALA	11	12	13
14	15	16	17 12:30pm - CHEM Group Mtg	18 10:30am - Navigating Your NACM Gulf States Member Page & Credit Reporting Database Webinar	19	20
21	22	23	Holiday	24 Holiday	25	26
27	28	29	30	31		

Why NACM?

"I want to sincerely express my appreciation for the support that NACM Gulf States provides to our organization. We depend on your accurate and timely reports to assist us in making the decisions that are so valuable to our success. I recently had the opportunity to attend "Credit Boot Camp" with Linda Bost, CCE—what a wonderful experience!



Your employees and the representatives of your company serve you well. I look forward to working with you and your company for many years to come."

Shavauna J. Morgenroth-Higgins
Residential Construction Lending Coordinator
Cadence Bank, NA

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.

january 2015

sunday monday tuesday wednesday thursday friday saturday

				Holiday	1	2	3
4	5	6 12:00pm - New Orleans Electrical Group Mtg	7	8 12:00pm - Baton Rouge Building/Industrial Group Mtg	9 8:00am - Rolling Out a Credit Card Payment Program and Surcharging the Customer	10	
11	12	13 12:00pm - Louisiana Institutional Food Group Mtg	14	15 12:00pm - New Orleans Building/Industrial Suppliers Mtg	16	17	
18	19	20 10:30am - CONT Group Mtg 12:30pm - BLDG Materials Group Mtg 12:30pm - ELEC Group Mtg	21 12:30pm - OFSS Group Mtg 1:00pm - President's Circle Mtg	22 11:30am - STML Group Mtg	23	24	
25	26	Super Days		28	29	30	31

Tip of the Month

VOLUNTARY FUNDS? WHAT THE HECK???

Did you know that your membership renewal notice includes two voluntary funds every year? Well, it does! These funds are restricted to the following uses:

First, the Scholarship Fund entitles members who contribute to receive scholarships for everything educational that we do. In a typical year, about \$20,000 is awarded for participation in Credit Congress, All South, certification courses, seminars, workshops and webinars. The catch is **YOU'RE ONLY ELIGIBLE IF YOU CONTRIBUTE!** Don't cross it off, include it and you will be paid back many times over.

Second, the Legislative Fund supports member visits to Washington, DC; Austin, TX; and Baton Rouge, LA, to make sure the interests of business credit remain in the minds of our elected senators and congressional representatives. It's easy to get lost in the shuffle of other interests and learn too late that your company got short changed because someone isn't monitoring government on your behalf. Support the members who volunteer by making a contribution. Better yet, become a volunteer representative yourself—everyone is welcome. One person *can* change the world; why shouldn't that person be you?

As a 501(c)6, NACM Gulf States is owned and directed by the members (that's YOU!) and voluntary funds allow us to fulfill YOUR mission! Your support is hugely appreciated!

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