

The Business Credit Pro

Today's Resource for the Busy Credit Professional

Affiliated with the National Association of Credit Management



TEE 'EM UP!!!

NACM Houston's Annual Golf Outing

Great NEW Location Tons of Prizes Great Dinner Hole-In-One Contest on All Par 3's
Mulligan Drawing (Mulligans sold day of play)

Awards for: 1st Place Foursome, Longest Drive & Closest to the Pin

Who??

All Players Welcome!

Sending 4 golfers from your company? Call and ask about our foursome sponsorship opportunity for discounted prices!

What??

NACM Houston's Annual Golf Scramble

For more information contact Ellen Neuwirth-Hirsch:
 Phone: 281.228.6117 Email: eneuwirth@nacmsouthtexas.org

When??

March 26, 2007

Registration starts at Noon

Shotgun start begins at 1:00pm

Where??

**Willow Fork Country Club
 21055 Westheimer Parkway
 Katy, TX 77450**

* Willow Fork Country Club requires soft spikes and appropriate golf attire to be worn by participants.

How Much??

\$90 per player before March 16

\$95 per player after March 16

Includes greens, cart, dinner and two drink tickets,
 PLUS free round certificate valid at Tour 18,
 Longwood, Bear Creek or Southwyck

- 2 January CMI
- 2 Welcome New Members!!!
- 2 NACM-National Upcoming Events
- 3 December Olympian
- 3 National Groups Calendar
- 4 What's Coming Up???
- 6 Tools of Financial Analysis

FEBRUARY 2007

INSIDE preview

- 7 Top 10 Ways to Get the Most Out of Credit Congress
- 8 Louisiana Lien Laws & Other Statutes
- 9 Managing Letters of Credit
- 10 Advanced Collections & Negotiation Skills
- 11 February Super Days and Calendar

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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JPMorgan Chase

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Lou Mulligan, CBF 713.868.8725
National Oilwell Varco Inc.

Susan Nash, CBF 713.551.7923
TIW Corporation

Corporate Counsel

Carl Doré Jr., Attorney at Law 281-829-1555
Doré & Associates, Attorneys, PC

NACM Credit Manager's Index (CMI)

	CMI-Total	CMI-Manufacturing	CMI-Service
December '06	54.7	56.6	52.9
January '07	58.2	57.2	56.2
Point Rise/Fall	3.5%	0.6%	3.3%

WELCOME NEW MEMBERS!!!

Cameron
Texas MH Movers & Sales
Jabez Construction
Dawn Food Products Inc
T-Chek Systems
National Semi-Trailer
Penske Truck Leasing

NACM-National Upcoming Events

Additional events are listed in the What's Coming Up??? calendar on page 6 and at www.nacm.org/events/calendar.shtml.

Feb 7	Teleconference: Spotting the Red Flags in Financial Documents Presenter: Bruce Dubinsky, MST, CPA, CVA, CFE	NACM Meetings Dept. 410.740.5560
Feb 9	Deadline to Apply for National Honors & Awards	NACM Meetings Dept. 410.740.5560
Feb 11-13	FCIB's 123rd International Conference and Workshop in Europe Sheraton Roma Hotel & Conference Center, Rome, Italy	FCIB 410.423.1840
Feb 12	Teleconference: Preferences: Defenses That Can Reduce Exposure and Case Law Update Presenter: Bruce Nathan, Esq.	NACM Meetings Dept. 410.740.5560
Feb 15	FCIB Teleconference: World Markets in Review 2007	FCIB 410.423.1840
Feb 15	DFAS Vendor Pay (complimentary for GBG members) Presenter: DFAS Columbus Vendor Pay	NACM Meetings Dept. 410.740.5560
Feb 18	FCIB-MSU Foreign Exchange Management Online Course	FCIB 410.423.1840
Feb 21	Teleconference: Basics of Financial Statement Analysis Presenter: DJ Masson, Ph.D., CTP	NACM Meetings Dept. 410.740.5560
Feb 21	FCIB New York International Round Table The Princeton Club, New York, NY	FCIB 410.423.1840
Feb 26	Teleconference: Antitrust Issues for the Credit Executive Presenter: Wanda Borges, Esq.	NACM Meetings Dept. 410.740.5560



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

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Vice President of Finance & Administration,
Bernard Forde 1450

Administration

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

Education

1200

Industry Credit Groups

Nat'l Groups Manager, Deana Gardner 1300
Local Groups Manager, Pam Brennan Henry 1318

Membership

Manager, Ellen Neuwirth-Hirsch 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

Collections

Manager, Frank Edmond 1430

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

Manager, Robert H. Davis 1370

Credit Interchange

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

Sales & Services

Manager, Byron McKinney 1465

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.

DECEMBER OLYMPIAN

Rosalind Turner

Royal Baths Manufacturing Company, Ltd.

1.4

National Groups Calendar 2007

Day	Date	Group	City	Hotel/Location
Thur-Fri	Feb 8-9	NWNPS	Myrtle Beach	Sheraton Myrtle Beach
Wed	Mar 14	CHEM	Houston	NACM Center
Sun-Tue	Apr 22-24	TRMG	Savannah	Hilton DeSoto
Sun-Tue	Apr 22-24	NAEC	Savannah	Hilton DeSoto
Sun-Tue	Apr 22-24	NRTC	Savannah	Hilton DeSoto
Sun-Tue	Apr 22-24	NTCG	Savannah	Hilton DeSoto
Sun-Tue	Apr 22-24	NTTL	Savannah	Hilton DeSoto
Fri	Apr 27	NWWEM	Savannah	Hilton DeSoto
Mon-Tue	Jun 11-12	NOSS	Houston	TBD



Congratulations to Bernard Forde,
who has been promoted to **Vice
President of Finance & Administration
at NACM of South Texas.**

2nd Annual

**NACM LEGISLATIVE
ADVOCACY DAY**

**MARCH 20, 2007
WASHINGTON, D.C.**

For details, go to www.nacm.org
or call 410.740.5560.

*Help strengthen our voice
on Capitol Hill.*

Date	Event, Presenter	Times (CST)
Feb. 9	Introduction to Financial Analysis <i>Presenter: Jim Shreve, FTD Resources</i> NACM Houston Conference Center 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. This workshop will provide participants an understanding of the accounting terms and principles deployed in the generation of financial statements. Attendees gain a firm perspective of the analysis process and how to interpret financial information. For more information please contact NACM Houston Education Department at 281.228.6100 x 1200 or education@nacmsouthtexas.org.	8:30am–4:30pm
Feb. 11-13	FCIB's 123rd International Conference and Workshop in Europe Sheraton Roma Hotel & Conference Center, Rome, Italy For more information, please contact FCIB at 410.423.1840.	
Feb. 12	Preferences: Case Law Update and Other Developments: Teleconference <i>Presenter: Bruce Nathan, Esq.</i> For more information, please contact the NACM Meetings Dept. at 410.740.5560.	2:00pm–3:00pm
Feb. 18	FCIB's Foreign Exchange Management Online Course For more information, please contact FCIB at 410.423.1840.	
Feb. 21	FCIB New York International Round Table The Princeton Club, New York, NY For more information, please contact FCIB at 410.423.1840.	
Feb. 21	Basics of Financial Statement Analysis: Teleconference <i>Presenter: DJ Masson, Ph.D., CTP</i> For more information, please contact the NACM Meetings Dept. at 410.740.5560.	2:00pm–3:00pm
Feb. 26	Tools of Financial Analysis <i>Presenter: Jim Shreve, FTD Resources</i> NACM Houston Conference Center This seminar is designed for those who have attended Introduction to Financial Analysis or attendees who 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. For more information please contact NACM Houston Education Department at 281.228.6100 x1200 or education@nacmsouthtexas.org.	8:30am–4:30pm
Feb. 26	Antitrust Issues for the Credit Executive: Teleconference <i>Presenter: Wanda Borges, Esq.</i> For more information, please contact the NACM Meetings Dept. at 410.740.5560.	2:00pm–3:00pm
Mar. 2	Louisiana Lien Laws & Other Statutes <i>Presenter: Frank White, Frank White, A Professional Law Corporation</i> NACM Houston Conference Center Anyone conducting business in Louisiana can not afford to miss this opportunity! In addition to learning about lien laws, Frank White will review other statutes such as NSF and stop payment checks, the open account statute and attorney fee demands on sureties. For more information please contact NACM Houston Education Department at 281.228.6100 x1200 or education@nacmsouthtexas.org.	8:30am–3:30pm
Mar. 4-9	Business Credit Principles <i>Presenter: James A. McIntyre, CCE</i> For more information, please contact the NACM Meetings Dept. at 410.740.5560.	
Mar. 5	Exams for CBA, CBF and CCE certification NACM Houston Conference Center For more information please contact NACM Education Dept. at 410.740.5560.	9:00am–12:00pm
Mar. 7	Bonds and Liens <i>Presenter: Tom Barber, Director of the Construction/Surety/Fidelity Section, Coats, Rose, Yale, Ryman & Lee, P.C</i> NACM Houston Conference Center This seminar is a MUST ATTEND for all who deal with bonds and liens! You will learn about forms for notices and claims, laws concerning bill-paid affidavits, lien claims against homesteads, how to obtain property information, laws concerning bill-paid affidavits, requirements for submitting a claim and procedures and time limits for filing liens. For more information please contact NACM Houston Education Department at 281.228.6100 x1200 or education@nacmsouthtexas.org.	8:30am–4:30pm
Mar. 7	Sarbanes-Oxley and the Credit Department: Teleconference <i>Presenter: Scott Blakeley, Esq.</i> For more information, please contact the NACM Meetings Dept. at 410.740.5560.	2:00pm–3:00pm

Mar. 8	FCIB California International Round Table Luxe Hotel Sunset Boulevard, Los Angeles, CA For more information, please contact FCIB at 410.423.1840.	
Mar. 9	Advanced Collection & Negotiation Skills <i>Presenter: Barry Elms, "America's business coach in negotiation skills"</i> NACM Houston Conference Center This exciting seminar goes way beyond all other collection seminars, showing you how to deal with unauthorized deductions, negotiate with customer who have severe cash flow problems, manage conflict with tough customers, and how to improve the payment habits of your big spending major customers. For more information please contact NACM Houston Education Department at 281.228.6100 x1200 or education@nacmsouthtexas.org.	8:30am-4:30pm
Mar. 10-14	Intermediate Financial Analysis, Interpretation and Credit Risk Assessment <i>Presenter: George A. Schnupp, CCE</i> For more information, please contact the NACM Meetings Dept. at 410.740.5560.	
Mar. 12	Facilitation Skills: Teleconference <i>Presenter: Susan Fee, M.Ed., L.P.C.</i> For more information, please contact the NACM Meetings Dept. at 410.740.5560.	2:00pm-3:00pm
Mar. 13	FCIB Miami International Round Table The Ritz-Carlton, Coconut Grove, Miami, FL For more information, please contact FCIB at 410.423.1840.	

It's so easy to register, just call the Education Dept. at 281.228.6100 ext. 1200, or e-mail education@nacmsouthtexas.org.
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

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TOOLS OF FINANCIAL ANALYSIS

Presented by: Jim Shreve, FTD Resources

Monday, February 26, 2007 • 8:30am–4:30pm

NACM Houston Offices • 10887 Wilcrest Drive • Houston, TX 77099

Cost: Members: \$175; Non-members: \$185

Who should attend?

Prior attendees to Introduction to Financial Analysis or anyone who desires to learn how to use quantitative and analytical tools in a credit analysis.

Seminar Topics

Interpretive Analysis: Attendees learn how to evaluate business risk and to recognize areas that could impact future profitability. We develop a systematic process for analyzing revenue, expenses, assets and liabilities.

Financial Ratios: Using a case study, participants learn how to calculate and interpret the following financial ratios:

Return on Sales

Interest Coverage

Return on Equity

Quick Ratio

Dividend Payout

Return on Assets

Debt to Worth

Inventory Turnover

Total Asset Turnover

Pro-Forma Statement Analysis: We review the process for analyzing and evaluating financial projections provided by a business.

Cash Flow Statements: Attendees construct a cash flow statement and analyze a company's capacity to service debt. Special emphasis given to factors that could impact cash flow and debt service capacity.

NAMES(S)

COMPANY

MEMBER #

ADDRESS

CITY

STATE

ZIP

PHONE

FAX

EMAIL

METHOD OF PAYMENT:

Credit Card

To ensure maximum security, please make your credit card payment online at <http://www.nacmsouthtexas.org/nacmcreditcard.htm>
Invoice/Order Number is TFA0207 (Note: type over # in field) Please type name of class in Comments field.

Bill My Company

Check Enclosed

** Bill My Company only available to members who can receive an emailed invoice.

Payment preferred before class date. Cancellations within 72 hours will be billed. Substitutions always welcome.

NACM HOUSTON EDUCATIONAL SCHOLARSHIPS

The Scholarship Fund is a restricted, designated fund administered by NACM Houston. Use of the Fund is allowable only for the furtherance of professional education of business credit professionals through the awarding of scholarships to specified conferences, clinics, workshops, seminars, courses, meetings and NACM professional designation fees. To receive a scholarship from the Scholarship Fund, each member company requesting the scholarship must meet the following criteria:

1. Member must be in good standing with NACM Houston.
2. Member must contribute to the voluntary Scholarship Fund.
3. Scholarships must be available for the education event that the member is requesting the scholarship for.
4. Member must complete the required Scholarship Application Form to be considered for the scholarship they are requesting. The Scholarship Application Form must be submitted to the NACM Houston office two weeks or ten days prior to the requested educational opportunity, except for All South and Credit Congress.

Yes! I am interested in applying for a scholarship for this course.

Mail: NACM Houston, Attn: Education Department, 10887 Wilcrest Dr., Houston, TX 77099

Email: education@nacmsouthtexas.org • **Fax:** Attn: Education Department at 281.228.6123 • **Phone:** 281.228.6100 ext.1200



From the national office in Columbia, Maryland...

Top 10 Ways to Get the Most Out of Credit Congress

10. Prepare your goals in advance. Know exactly what you want to take with you from Credit Congress by preparing your list of questions to ask ahead of time. Match up your goals with the sessions offered—what do you want to achieve professionally and personally and how can Credit Congress help you reach that goal?

9. Explore the conference schedule. Take a look at the sessions offered now—don't wait until you get to the Conference! By making your decisions now, you can save yourself valuable time and effort once you arrive in Las Vegas. Make a master schedule, plotting your time at Credit Congress. Don't forget the social events! Educational sessions are important, but the social engagements are just as vital to your business relationships. Casual meetings at a dinner may turn into a priceless industry connection. Make sure you take a colleague or peer with you—they may know some people you don't, and can make the appropriate introductions.

8. Prepare your "elevator speech." This is your quick introduction, overview of your job and your company, for use in those brief moments in which everyone gets caught. Have three versions at the ready:

- The 30-second version for the briefest moments
- The one-minute version for the people with whom you are interested in networking
- The slightly-longer version for when someone asks you to tell them more

7. Stay at a conference hotel. Less time getting to the conference events means more time to network and gain valuable business experience! It also increases the number of chance encounters you may have, adding even more benefit to your Credit Congress experience. This year, rooms are blocked for Credit Congress attendees at Bally's Las Vegas and Paris Las Vegas.

6. Dress for success! The official Credit Congress dress code is business casual, but the more professional you appear, the better the impression you will leave in your wake. Professionals look for fellow professionals—books may be judged by their covers!

5. Hand out those business cards. And, conversely, collect as many as you can. Keep a pen or pencil handy and write a short note on the back of each one about the person or your conversation; this will jog your memory when you start your follow-up calls after the conference.

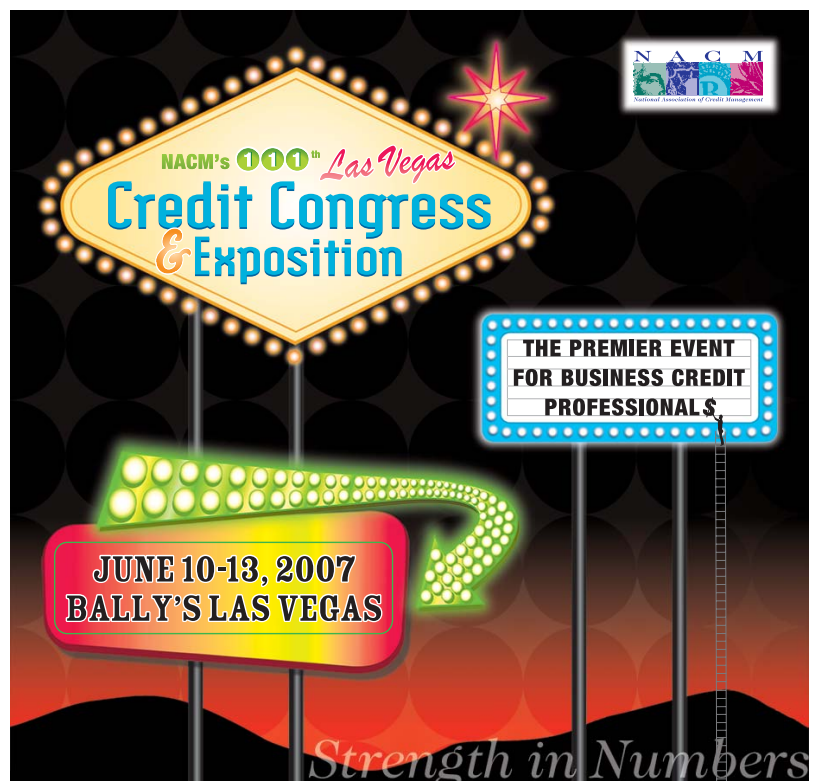
4. Make notes about your key conversations. At the end of each day, write down a few things about the day—answers to important questions, facts and figures you want to remember, the name of an especially dynamic speaker, etc. There will be so much new information swimming around in your head, you may forget the answer to the one question you came for!

3. Reflect on your conference experience. After Credit Congress, go back to your list of important goals and questions. Did you achieve what you wanted to? If no, why not? What would you do differently the next time? Keep this list while you prepare for next year's event so you can gain even more knowledge from the group at Credit Congress.

2. Look at the CDs available for purchase. Was there a session that you couldn't attend? Did you miss out on part of a speech or lose the handouts? Would your peers learn something from a particular session? Each year, NACM makes CDs available that contain the sessions and handouts for your reference. Pre-order your copy and save.

And the most important step in gaining all you can from attending Credit Congress...

1. Commit to keeping in touch with all the new contacts you made at the conference. Networking is vital in the business world. Make sure you take full advantage of all the key people you met, as they will have different areas of expertise from which you can pull ideas, assistance or just another perspective on a problem.



LOUISIANA LIEN LAWS & OTHER STATUTES

**Presented by: Frank White,
A Professional Law Corporation, Covington, Louisiana**

Friday, March 2, 2007 • 8:30am–3:30pm
NACM Houston Offices • 10887 Wilcrest Drive • Houston, TX 77099
Cost: Members: \$175; Non-members: \$185

If you do business in Louisiana you CANNOT afford to miss this opportunity! Did you know there is a change in the manner in which a Louisiana Lien is cancelled?

Come learn and gather FREE legal advice—bring your questions with you. To be covered:

- **Louisiana's version of the Miller Act (federal lien law statute)**
- **NSF checks and stop payment checks**
- **Louisiana open account statute and attorney fee demands on sureties**
- **Private sale of equipment**
- **What assets are subject to seizure to enforce a judgment**

NAME(S) _____

COMPANY _____ MEMBER # _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____ FAX _____

EMAIL _____

METHOD OF PAYMENT:

Credit Card

To ensure maximum security, please make your credit card payment online at <http://www.nacmsouthtexas.org/nacmcreditcard.htm>
Invoice/Order Number is LLL0307 (Note: type over # in field) Please type name of class in Comments field.

Bill My Company **Check Enclosed**

** Bill My Company only available to members who can receive an emailed invoice.

Payment preferred before class date. Cancellations within 72 hours will be billed. Substitutions always welcome.

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Email: education@nacmsouthtexas.org • **Fax:** Attn: Education Department at 281.228.6123 • **Phone:** 281.228.6100 ext. 1200

MANAGING LETTERS OF CREDIT

Credit professionals that could benefit from some guidance on letters of credit got an opportunity to learn some useful facts about them in "Managing Letters of Credit Before They Manage You," an NACM teleconference conducted by Madeline Sprague of JP Morgan Chase NA.

Letters of credit (LCs), Sprague noted, are used primarily in import/export transactions although they are sometimes used for domestic shipments. She said there are commercial or documentary LCs, where payment is initiated by the presentation of documents relating to a successful shipment of appropriate goods. There are also standby LCs, which are default mechanisms that trigger payment when the buyer for goods does not make payment. These are used primarily for sales made on open terms. "Standby LCs are designed to not get paid, because we all want the open account to be paid."

Sprague pointed out that when a bank issues a letter of credit it is "putting itself on the hook and putting its credit in the place of the buyer." An LC is a bank instrument that is payable upon presentation of the appropriate supporting documents related to the sales transaction. The important thing to get right about the process, Sprague noted, was to make sure any pertinent documents related to the LC are correct. The biggest hurdle is for a seller to get paid on an LC when there is a discrepancy. That is, the documents presented to the bank do not match or are correct to what is specified in the LC. "For companies who do not manage the process well, they have an 80-85% discrepancy rate," Sprague said.

When selling internationally, Sprague recommends having two banks involved: one in the buyer's country and one in the seller's country. The bank in the seller's country would be the advising bank, which reviews the letter of credit and authenticates it. "Choose a bank in the U.S. that can help you with your LC. Find someone you can trust and that can meet your needs." "Make sure the letter of credit matches the terms in the sales contract," she added. "It is the seller's responsibility to read the LC." When listing the products to be sold in the LC Sprague said, "The merchandise description should be short and sweet. The more detail you put in the more chance for discrepancies."

The regulations relating to LCs are the ICC (International Chamber of Commerce) Uniform Customs and Practices Publication 600, a topic featured in January's Business Credit Pro. Also there is the Uniform Commercial Codes (UCC 5), Federal Reserve Bank regulations, ICC uniform rules for bank-to-bank reimbursements (URR 525, the International Standards for Banking Practices (ISBP) and ISP 98 for standby LCs.

Some of the common documents related to commercial LCs she said are the invoice, transportation document, packing/weight list, certificate of origin, section or quality certifications and other certifications.

Charges for an LC are determined by the customer's credit-worthiness Sprague said. She mentioned the average fee is between 1-1.5% per year.

Source: NACM and Madeline Sprague



Jerry F. Dean, CCE

NACM lost a great friend and colleague with Jerry's passing in January 2007. Jerry was a global credit risk training manager for BP Oil International Ltd. in Houston, Texas where he supported the company's financial and physical trading activity related to crude and refined products for North America and Latin America. He received a B.B.A. in Business Administration from Wichita State University and acquired several hours of accounting from Tulsa University. A graduate of NACM's Graduate School of Credit and Financial Management, he held the Certified Credit Executive (CCE) designation and was the author of *The Art and Science of Financial Risk Analysis*, first, second and third editions.

Jerry was a strong supporter of NACM. He taught and presented many credit management classes and workshops for national industry groups and organizations over the years, such as NACM Houston, NACM Midwest, BP, Southeast Petroleum Credit Association and the NPECA and IECA mentioned below. Some national groups with the privilege were some of those hosted by NACM Houston: National Steel Mill, Wholesale Nursery and Motor Carriers. He also presented at conferences such as the 2004 NACM Midwest Credit Congress and was scheduled to speak at this year's national Credit Congress.

Jerry is past President, Director and Program Chairman of the National Petroleum Energy Credit Association (NPECA) and past Vice President, Director and Program Chairman of the International Energy Credit Association (IECA). Prior to BP Corporation, Jerry was Manager, Corporate Credit Services for Amoco Corporations Commercial/Industrial and Reseller/Jobber business segments. Prior to that, he was given the opportunity to implement a credit department as Corporate Credit Manager for Mapco Petroleum Inc., a Fortune 200 company. He began his management career with Dun & Bradstreet Inc. as Regional Operations Manager and National Account Manager.

Jerry is survived by his wife, Lois C. Dean; daughters, Michelle Benn and Jennifer Domilise; son, Greg Dean; four grandchildren; parents, Donald and Lena Dean; and sister, Roseann Dool.

ADVANCED COLLECTIONS & NEGOTIATION SKILLS

A dynamic full-day seminar featuring

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“America’s business coach in negotiation skills”

This exciting seminar goes way beyond all other collections seminars, showing you:

- How to deal with unauthorized deductions
- How to negotiate with customers who have severe cash flow problems
- How to manage conflict with tough customers
- How to improve the payment habits of your big spending major customers.

Friday, March 9, 2007 • 9:00am–4:00pm

NACM South Texas Conference Center • 10887 Wilcrest Drive • Houston, TX 77099

Investment: By January 31st, \$205.00 per person or \$185.00 each for 3 or more from a company
After January 31st, \$225.00 per person or \$205.00 each for 3 or more from a company
Includes all course materials, lunch and refreshments

The program:

Session 1. How to use a 5-point game plan to control the outcome of all collection interactions

Session 2. How to control the behavior of tough and confrontational customers

Session 3. How to use 6 strategies to negotiate with customers who have cash flow issues

Session 4. How to resolve conflict with customers and maintain goodwill

Session 5. Case study on how to find creative solutions to tough collection problems

Session 6. Understanding the 7 keys to being an effective credit & collections negotiator

**Special bonus – All attendees will complete a personal profile to determine their own negotiating style.*

REGISTRATION FORM

NAME _____

NAME _____

NAME _____

COMPANY _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

CONTACT PERSON _____

PHONE _____ FAX _____

EMAIL _____

Fax registrations to: 978.465.6491

Mail checks to: SNI 25 Storey Avenue, Newburyport MA 01950

Credit Card payments: To ensure maximum security, please make your credit card payment online at <http://www.nacmsouthtexas.org/nacmcreditcard.htm>. Invoice/Order Number is ACNS0309 (Note: type over # in field)
Please type name of class in Comments field.

For additional information, please contact the NACM Houston Education Department at 281.228.6100 x1200 or email us at education@nacmsouthtexas.org. For more information on the speaker, go to www.barryelmsseminars.com.

FEBRUARY SUPER DAYS FEBRUARY 20 & 21, 2007

Credit Report Scoring from the Guys Who Wrote It

We will have the experts from NACM Tampa here to answer all your questions about the scoring on NACM credit reports. They wrote it, programmed it, and oversee it, so bring any and all questions to this event.

Please feel free to invite other people from your company to this part of the Super Days' event. 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.

Time: 11:30am–12:30pm

Industry Credit Group meetings will follow the presentation.

Lunch will be Roast Beef!

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

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

FEBRUARY

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1 6:00pm – Principles of Business Credit	2	3
4	5 8:30am – Uniform Customs & Practice for Documentary Credits (UCP 600)	6 11:30am – BLMT 6:00pm – FSA II	7 2:00pm – Spotting the Red Flags in Financial Documents (Teleconference)	8 11:30am – Exam Review 6:00pm – Principles of Business Credit	9 8:30am – Introduction to Financial Analysis	10
				NWNPS Meeting – Myrtle Beach		
11 2:00pm – Preferences: Case Law Updates and Other Developments (Teleconference)	12	13 5:45pm – Executive & Board Meeting 6:00pm – FSA II	14 11:30am – HEC Group Meeting (Centerpoint Energy Tower)	15 8:30am – HRIS 9:30 am – HRIS (Teleconference) 11:30am – ADME Group Meeting (NACM Houston Conference Center) 6:00pm – Principles of Business Credit	16	17
18 President's Day NACM Closed	19	20 10:30 am – PLUM Supply Group 11:30am – BLMT Group Meeting 11:30am – ELEC Group Meeting 11:30am – HAC Group Meeting (NACM Houston Conference Center) 6:00pm – FSA II	21 11:30am – CONT Group Meeting 11:30am – INDS Group Meeting 11:30am – INTL Group Meeting 11:30am – OFSS Group Meeting 11:30 am – STAF Group Meeting 2:00pm – Basics of Financial Statement Analysis (Teleconference)	22 11:30am – STLM Group Meeting 6:00pm – Principles of Business Credit	23	24
25 8:30am – Tools of Financial Analysis 2:00pm – Antitrust Issues for the Credit Executive (Teleconference)	26 6:00pm – FSA II	27	28			