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Where: Houston, Texas

Dates: October 23–25, 2011

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- Decision Making on International Sales
- 60 Pro Collection Tips in 60 Minutes
- Getting the Most for Your \$\$ Out of Credit Reports
- How Social Media is Changing the Face of Your Business
- Your Professional Roadmap Clinic
- The Credit Department: First Line of Defense
- Top 10 Mistakes in Credit Applications
- Getting the Right People in the Right Jobs
- Implementing Solid In-House Collection Strategies
- Networking and more!

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Hotel Derek Galleria Reservation: 713-961-3000 / \$119 per night

Group code: **ALSOUTH**

www.nacmsouthtexas.org 281-228-6100

hosted by:



2010–2011 Credit Executive of the Year

The highest honor bestowed on an NACM member, the Credit Executive of the Year Award recognizes and honors an individual who has made a significant contribution to the Association through Board, committee or activity involvement.

This year's winner is:

Carolyn Pavlovsky, CCE,
Tyco Valve Controls North America

More award winners on page 3.

inside *Preview*

- 2** May and June New Members/Olympians
- 2** Groups Calendar 2011
- 2** Congratulations 2010–2011 Designees!
- 3** 2010–2011 Excellence in Credit Award
- 3** Professional Instructors of the Year
- 4** NACM Houston 2011-2012 Board of Directors
- 4** NACM Houston Business Credit Services 2011-2012 Board of Directors
- 5** What is an Olympian?
- 6** CMI Report for May 2011
- 6** New Member Companies 2010–2011
- 7** What's Coming Up in 2011?
- 9** 2010–2011 Industry Credit Groups
- 12** August Super Days
- 12** Tips and Tricks of Easy Recertification
- 13** Thank You to Sponsors
- 14** Credit Insurance – What to Watch for in Difficult Economic Times
- 15** Photos from The 2011 Annual Meeting
- 17** Super Days and August Calendars

NACM Houston

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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	281-228-6100/6122
Industry Credit Groups	281-228-6100/6123
Collections	281-228-6100/6122
Credit Reporting	281-228-6100/6120
Sales	281-228-6100/6151

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Tyco Valve & Controls North America

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Robert Verhage, CBA 713-357-2832
Startex Power

Pam Woodroof, CCE

Chair Emeritus

Gary White, CCE 713-423-1814
Waste Management

Corporate Counsel

Carl Doré Jr., Esq. 281-829-1555
Doré & Associates Attorneys, PC

Bane Machinery
Central Building Materials
Exterran
Gardner Denver Water Jetting Systems Inc.
Loftin Equipment
Prime Flexible Products
Select Energy Services, LLC
Trudy Scales

Doug Dunlap, CCE	1.2
Zacqueline McDade	0.4
Brian Humphrey	0.2
Tisha Lopez	0.2
Kellie Shaw	0.2
Claudia Tynes, CCE	0.2

groups calendar 2011

DAY	DATE	GROUP	CITY	HOTEL/LOCATION
Sun-Tue	Oct 9-11	TRMG	St. Louis	Hilton Ball Park
Sun-Tue	Oct 23-25	All South	Houston	Hotel Derek
Mon	Oct 24	NOSS	Houston	Hotel Derek
Mon	Oct 24	TSWCCG	Houston	Hotel Derek

Congratulations 2010-2011 Designees!

CBA

Susie Aguirre, CBA
Ronda Bassano, CBA
Teri Bentley, CBA
Stacie Blaker, CBA
Lori Drake, CBA
Karen Mapp, CBA
Jackie Nguyen, CBA
Trina Saunders, CBA
Amanda Smithson, CBA
Robert Verhage, CBA
Robin Walters, CBA, CICP

CCE

Tracia Booth, CCE
James Denshaw, CCE

CICP

Brenda Oprean, CBA, CICP
Ron Schilling, CICP
Susan Wooley, CCE, CICP
Kristy Woolsey, CBA, CICP



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

Directory

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

Main Phone Number	281-228-6100
Toll Free	866-252-NACM
Main Fax	281-228-6122
Industry Credit Groups Fax	281-228-6123

Staff Extensions

Accounting 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 Local Groups Coordinator	1318
National Groups	1300
Membership Manager, Ellen Neuwirth-Hirsch	1317
Legislative Issues President, Kathleen Quill, CAE, CBA	1400

NACM Houston Business Credit Services

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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 Government Affairs Manager, Gerald Clements	1370
Credit Interchange Manager, Steve Krischke	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.

2010–2011 Excellence in Credit Award

The Excellence in Credit Award recognizes a company or companies that provided extraordinary leadership in the field of business credit. This leadership may have been exhibited through participation in NACM through a commitment to the credit education of the company's employees, industry group participation and leadership, taking Association leadership roles or a myriad of other means.

This year's winners are:

Andrews Myers PC
Service Company Category

Gulf & Basco LP
Supplier of Goods & Services Category

2010–2011 Awards:

WJ Wissel
Chairman's Citation
Carl Doré Jr.

Honorary Life
Membership
Pre Moss

NACM deeply appreciates the dedication and service of our professional instructors this year! The future of the credit profession owes them a debt.

Barry Raybon, Esq. - Coats Rose Yale Ryman & Lee, PC
 Brian Gaudet, Esq. - Coats Rose Yale Ryman & Lee, PC
 Carl Doré, Esq. - Doré & Associates Attorneys, PC
 Cecil Carder - Wells Fargo Bank NA
 D. Brent Wells, Esq. - Wells & Cuellar, PC
 Daniel Pacious, Esq. - Pacious Law Firm, PLLC
 Denis Vermette - Spark Energy, LP
 Frank Edmond - NACM Houston
 Jason Walker, Esq - Andrews Myers, PC
 Jill Craig - America's Choice Home Loans, LP
 Joe Lain, CCE - Smith International, Inc.
 Linda Bost, CCE - Cameron Valves & Measurements
 Matt Moore, Esq. - Andrews Myers, PC
 Phyllis Ivy-Weimer - Texas Tax Recovery
 Richard Fulton, Esq. - Coats Rose Yale Ryman & Lee, PC
 Justin Stephens, Esq. - Baker Donelson Bearman Caldwell & Berkowitz, PC
 Tom Barber, Esq. - Coats Rose Yale Ryman & Lee, PC
 Wayne Hicks, CCE - MC Tubular Products

NACM Houston 2011-2012 Board of Directors

Chairman:	Carolyn Pavlovsky, CCE, Tyco Valve Controls North America
First Vice Chairman:	Don Giallanza, Halliburton Energy Services
Second Vice Chairman:	Dave McMillen, CCE, Waukesha Pearce Industries, Inc.
Treasurer:	John Stryker, CBF, Citgo Petroleum Corporation
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Counsel:	Carl Doré, Esq., Doré & Associates Attorneys, PC

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Ex-Officio:	Gary White, CCE, Waste Management
President & Secretary:	Kathleen Quill, CAE, CBA
Treasurer:	Bernard Forde

What is an Olympian?

The Olympian Club is an exclusive club for NACM Houston members who help recruit new member companies to the Association. They are recognized for their efforts and we celebrate their sponsorship of new members.

Membership is the lifeblood of our organization. New members bring new ideas and new experiences, helping to keep NACM a strong and vibrant organization.

Olympian Club members are awarded prizes at the Annual Meeting, escalating in value, based on the number of new members recruited and are recognized in *Business Credit Pro* each month. Additional prizes are awarded for the top two recruiters, and the Olympian of the Year, the top recruiter, receives special recognition and appreciation.

Olympian Club Standing for 2010–2011

Olympian Club Top Recruiters

Charley Paup, CCE
Lauri McDonald

Life Olympian Level

Linda Bost, CCE	Cameron Valves & Measurements (Retired)
Henry Brockman, CCE	Lone Star AC Appliance & Repair
Charles Dunlap	Waukesha Pearce Industries
David McMillen, CCE	Tenaris Global Services (Retired)
Debbie Melder, CCE	
Richard Rentz, CCE	
Jackie Rogers, CCE	
Linda Sparks	West End Lumber
Susan Viereck	Marek Brothers Systems, Inc.
Jim Vogt	Gulf Coast Concrete & Shell, Inc.

Bronze Olympian Level

Ronnie Archer, CCE	Dunn Enterprises, Inc.
Karen Bennett, CBA	Smith International, Inc.
Kevin Chandler, CCE	Tesoro
James Clem, CCE	Petroleum Solutions, Inc.
James Criswell	Credit Alternatives
Doug Dunlap, CCE	Select Energy Services LLC
Phyllis Feil, CICP	BMC Software, Inc.
Lauri McDonald	Nabors Well Services
Chris Myers	Credit Alternatives
Charley Paup, CCE	Netversant Solutions LLC
Dick Peterson, CBA	Carrier South Texas
Don Pinkston	Smith International, Inc. (Retired)
Mary Pouncy, CCE	(Retired)
Tom Sauer, CCE	HSBC Bank USA
Madeline Sprague, CTP	
Robin Shrader Yarbrough	

2010-2011 Olympians

James Clem, CCE	Petroleum Solutions, Inc.
Claudette Clendennen	DHL Express
James Criswell	Credit Alternatives
Lori Drake, CBA	Lone Star Materials, Inc.
Charles Dunlap	Lone Star AC Appliance & Repair
Patti Flanagan, CBA	Andrews Kurth LLP
Parker Freedman	ARI – Accounts Receivable Insurance
Chrissy Garcia, CBA	Southwest Oilfield Products LLC
Jeff Kershner	AIM Nationalease
Lauri McDonald	Nabors Well Services
Charley Paup, CCE	Netversant Solutions LLC
Paulette Okibe, CBA	
Claudia Tynes, CCE	Chevron Services Company
Gary White, CCE	Waste Management
Paul White	CH Robinson
Rhonda Wilson, CBA	ACT Pipe & Supply, Inc.





Credit Managers' Index Report for July 2011

The best that can be said about this month's **Credit Managers' Index (CMI)** is that things did not get appreciably worse. The latest data suggest a third month of slump, and it appears the economy is languishing in a state that is not quite in crisis but which isn't showing energy either. For the third month in a row, the overall index was slightly over 54. The fact that it went up by .4 is nothing much to cheer, as the overall index had been over 55 for the six months prior to May's slip. "If there is anything to be somewhat encouraged by it is that manufacturing improved over the really down month last July, but at the same time there was weakness in the service sector that didn't appear the previous month," said Chris Kuehl, PhD, managing director of **Armada Corporate Intelligence** and economic advisor to the **National Association of Credit Management (NACM)**.

The overall index barely changed and the manufacturing and service sectors have simply swapped positions again as far as stress is concerned. The CMI numbers for the last three months show a general slowdown in business activity. There has been a slump in sales, a reduction in the number of new credit applications and a slowdown in the collection process. The economy is essentially stalled and the question is whether this is a reaction to something short term or a reflection of some greater underlying trend. The CMI data hint that the situation is temporary and related to uncertain factors gripping the economy. Much of this information is more anecdotal than anything that can be pinned onto hard data. The majority of the information from the banking sector suggests there is money to borrow. There is available trade credit according to most sources. Businesses are sitting on more cash than they have in a long time and most companies are not having issues paying their bills. The problem is that almost everybody is worried about contingency plans and are sitting back as they wait for something to change.

The demand needed is not there yet and nobody is quite sure why. The jobless situation is certainly a worry, but the fact is that 91% of the workforce is employed. They are nervous about spending and as long as they stay on the sidelines, the manufacturing community does as well. "There are few in the mood to leverage themselves until they have a better sense of what to expect from the government and from the economy as a whole. Everything is more or less in place for expansion, but there has been no trigger thus far and there is plenty to make people more nervous about the future," said Kuehl.

The online CMI report for **July 2011** contains the full commentary, complete with tables and graphs. CMI archives may also be viewed [online](#).

Welcome NACM Houston New Member Companies 2010–2011

Ace Mart Restaurant Supply	Lone Star Materials, Inc.
Andrews Kurth LLP	Netversant Solutions LLC
Bane Machinery	Open Scan Technologies, Inc.
Beeco Motors & Controls	Petroleum Solutions, Inc.
Bio Landscape	PFG Roma Houston
Birdwell Co.	Primary Chemicals
Blue Grace Group LLC	Prime Flexible Products
Central Building Materials	Royal Baths Manufacturing, Inc.
Central Freight Lines	Searce, Inc.
Century Air Conditioning Supply	Select Energy Services LLC
Cerasis	Southwest Oilfield Products LLC
Chevron Services Company	Specialized Maintenance Services
Clariant Corporation	Standard Supply Distributing Co.
Conn's Credit	Swift Energy
DHL Express	Trudy Scales
Exterran	Tubular Steel, Inc.
Firstline Funding Group	United Salt Corporation
Gardner Denver Water Jetting Systems, Inc.	Village Nurseries Wholesale LLC
Hogan Motor Leasing, Inc.	Wilson Fire Equipment
Hole Specialist, Inc.	WL Lashley & Associates
King Ranch Turfgrass LP	
Kuraray America, Inc.	
Little Valley Wholesale Nursery	
Loftin Equipment	

what's coming up in 2011?

DATE	EVENT, PRESENTER	TIME
Aug 25–26	Legal Workshop: Bankruptcy <i>Presenters: Bruce Nathan, Esq., Lowenstein Sandler, PC and Wanda Borges, Esq., Borges & Associates, LLC</i> Despite every diligent effort and safeguard, it is inevitable that at some point in one's career, each credit executive will find themselves encountering a customer's bankruptcy. Often this happens with no advance warning. Sometimes, the creditor has time to take precautionary steps to protect itself once the bankruptcy has been filed. This workshop is intended to be a soup to nuts approach on the Bankruptcy Code and the changes resulting from the Bankruptcy Abuse Prevention and Consumer Protection Act of 2005. The program will include discussions on the impact of a trade creditor's ability to collect its claim and a creditor's resources to evaluate whether to extend credit to a debtor in bankruptcy. Click here for more information and to register.	
Aug 29	Advanced M&M Bonds & Liens <i>Presenters: Brian Gaudet, Esq. & Barry Rabon, Esq., Coats Rose Yale Ryman & Lee, PC</i> Take your knowledge of filing and understanding M&M Liens to the next level. This seminar is designed to expand on the popular M&M Bonds & Liens class taught by Tom Barber, and will cover lien and other releases, joint check agreements, bonding around liens and what it means, trust fund violations and liens and bankruptcy. Held at the NACM Houston Conference Center.	8:30–11:30am
Aug 29	Accounting Online Course Session Begins This course presents an introduction to basic financial accounting. Students begin at square one, learning the foundation of accounting principles. As the language of business, accounting is essential to business professionals. The course runs approximately 15 weeks and is facilitated by an accounting professional who is available for questions by email. Students receive a course bundle before the start of the session, which includes the textbook, study guide, and online component. During the course, students will take four proctored exams online. After each exam, the instructor will provide students with helpful feedback and study tips. Upon successfully completing the course with a score of 70% or higher, students receive a certificate of achievement and earn course credit toward the CBA designation accounting course requirement. Click here for more information and to register.	
Sep 6	Business Law Online Course Session Begins With the legal environment of business constantly changing, it is imperative to have a solid understanding of the laws that affect business and credit. This course is designed to introduce students to the basics of law, the legalities of contracts and the emerging importance placed upon laws affecting cyber crimes. The course runs approximately 12 weeks and is instructed by a legal professional. Students will receive a course bundle before the start of the session, which include the course textbook, study guide and online component. During the duration of the course, students must take two proctored exams. Upon successfully completing the course with a score of 70% or higher, students will receive a certificate of achievement and will earn course credit toward the CBF designation Business Law requirement. Click here for more information and to register.	
Sep 6	Credit Law Online Course Session Begins A continuation of the Business Law course, Credit Law looks more closely at negotiable instruments, debtor-creditor relationships and government regulations. The course runs approximately 12 weeks and is facilitated by a legal professional. Students receive a course bundle before the start of the session, which includes the textbook, study guide and online component. During the duration of the course, students take two proctored exams. Upon successfully completing the course with a score of 70% or higher, students will receive a certificate of achievement and will earn course credit toward the CBF designation Credit Law requirement. Click here for more information and to register.	
Sep 7–Nov 9	Credit Law – NACM Houston <i>Instructor: Daniel Pacious, Esq., Pacious Law Firm PLLC</i> This course qualifies for and is required to attain CBF certification. With the legal environment of business constantly changing, it is imperative to have a solid understanding of the laws that affect business and credit. This course is designed to introduce students to the basics of law, the legalities of contracts, and the emerging importance placed upon law affecting cyber crimes. Held at the NACM Houston Conference Center.	6:00–9:00pm
Sep 7	Supply Contracts (Teleconference) <i>Presenter: Deborah Thorne, Esq.</i> Click here for more information and to register.	2:00–3:00pm
Sep 12	Teaming with Sales (Teleconference) <i>Presenter: Toni Drake, CCE</i> Click here for more information and to register.	2:00–3:00pm
Sep 13	Bankruptcy in the Oil & Gas Industry <i>Presenter: Carl Doré, Esq., Doré & Associates, Attorneys, PC</i> Get the latest information on bankruptcy trends and legal changes. Find out what we've learned from all of the bankruptcies in the last couple of years. What worked? What didn't? Practical information and real-life examples. Held at the NACM Houston Conference Center.	8:30–11:30am
Sep 14	Battle of the Forms (Teleconference) <i>Presenters: James Fullerton, Esq.</i> Click here for more information and to register.	2:00–3:30pm

DATE	EVENT, PRESENTER	TIME
Sep 15–Nov 17	Financial Statement Analysis – NACM Houston <i>Instructor: Joe Lain, CCE, Smith Drilling & Remedial</i> 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. Held at the NACM Houston Conference Center.	6:00–9:00pm
Sep 16	Collections in Construction <i>Presenter: Jason Walker, Esq.</i> For construction suppliers: Learn about your collection rights and legal requirements for collecting what is owed to you. Protect your assets and move up in line to get paid. Held at the NACM Houston Conference Center.	8:30–11:30am
Sep 18–22	Financial Statement Analysis II <i>Presenters: George A. Schnupp, CCE</i> This intermediate financial analysis program has been designed for credit analysts and managers seeking comprehensive understanding of what's behind the numbers in financial reports. It is designed to improve the credit professional's ability to analyze and interpret financial statements leading to quality credit risk assessment. The program gives equal weight to the process of financial reporting, the analysis and interpretation of financial statements and the steps required to write a quality credit line recommendation. Click here for more information and to register.	
Sep 19	Paperwork Deadline for November Nationwide Certification (CBA/CBF/CCE) Exams NACM National Education Dept.	
Sep 21	Financial Statements (Teleconference) <i>Presenter: Meredith Mostochuk, CBA</i> Click here for more information and to register.	2:00–3:00pm
Sep 21	FCIB New York International Round Table Click here for more information and to register.	
Sep 21–24	NACM-CFDD Pacific Northwest Credit Conference Click here for more information and to register.	
Sep 23	Tools of Financial Analysis <i>Presenter: Jim Shreve, FTD Resources</i> 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. Held at the NACM Houston Conference Center.	8:30am–4:30pm
Sep 26	Article 2 Remedies (Teleconference) <i>Presenter: Deborah Thorne, Esq.</i> Credit professionals are often the first to know that their customer is in trouble. The Uniform Commercial Code, adopted by all states, provides remedies to help sellers of goods when their buyer is unable to pay for goods delivered. This seminar will provide you with practical advice on how to effectively use the remedies provided by the Uniform Commercial Code both before and after a bankruptcy filing. Although the UCC pertains to the sale of goods, we will also discuss how these remedies may be utilized if your company is selling services. Deborah Thorne, a partner in the Chicago office of Barnes & Thornburg will allow plenty of time for attendees to ask questions.	2:00–3:30pm

It's so easy to register! For all events held at the NACM Houston Conference Center, located at 10887 Wilcrest Drive, just email the [Education Department](#) or call 281-228-6100:1200. Also visit the [Professional Education](#) calendar at www.nacmsouthtexas.org for more information.

Don't hesitate to contact us! Scholarships are available! CEU points are awarded for most events!

For certification exam registration, email NACM-National's Education Department or call 410-740-5560.

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

2010–2011 Industry Credit Groups

NACM Houston expresses our sincere gratitude to the outgoing Chairmen and Vice Chairmen. Your service was seasoned with dedication and hard work, along with generous volunteerism—all the necessary ingredients for making your Association one of the best; for that, we thank you!

LOCAL CREDIT GROUPS

Advertising Media

KTRK TV	Belinda Benton, Chairman
KRIV TV	Peggy Miller, Vice Chairman

Building Materials

Gulf Coast Concrete & Shell, Inc.	Jim Vogt, Chairman
Allied Concrete Material, Inc.	Mark Waldenmaier, Vice Chairman

Contractor Supply

NTS Mikedon LLC	Martha Sailors, Chairman
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Electrical Supply

HD Supply	Mary Girard, Chairman
Turtle & Hughes, Inc.	Dan Ducharme, Vice Chairman

Heating & Air Conditioning Supply

ACR Supply LP	Pat Shrader, Chairman
Hunton Trane	John Edwards, Vice Chairman

Houston Energy Credit

StarTex Power	Robert Verhage, CBA, Chairman
Eagle Rock Energy Partners	Mark Mittelsted, Vice Chairman

Hotel, Restaurant & Institutional Supply

US Foodservice	Lolita Isaac, Chairman
SYSCO Food Services, Inc.	Barbara Adkison, CCE, Chairman
SYSCO Food Services, Inc.	Jackie Nguyen, CBA, Vice Chairman

International Credit Executives

SYSCO Corporation	Robin Walters, CBA, CICP, Chairman
Scientific Drilling International	Rosa Rivera, Vice Chairman

Oilfield Service & Supply

TIW Corp	Susan Nash, CBF, Chairman
EADS Co.	Karen Meldrum, CBF, Vice Chairman

Plumbing Supply

Westheimer Plumbing & Hardware, Inc.	Arnettia Heidelberg, Vice Chairman
--------------------------------------	------------------------------------

Steel & Metal Supply

Dixie Pipe	Paulette Okibe, CBA, Chairman
Fox Metal & Alloys	Karen Muzquiz, Chairman
Baker Steel Co., Inc.	Jayne Ann Miller, Vice Chairman

(continued on page 10)

(continued from page 9)

REGIONAL CREDIT GROUPS

Chemical Supply

CSD Inc. Sheila Rooker, Chairman
CSD Inc. Jamie Youngblood, Vice Chairman

Southeast Texas Regional

Ritter Lumber Co. Inc. Sharon Hartford, Chairman

Texas Statewide Construction

Foxworth-Galbraith Lumber Co Louanne Woodruff, Chairman
Marek Brothers Systems, Inc. Susan Viereck, Vice Chairman

2010-2011 NATIONAL GROUPS OUTGOING CHAIRS

National Air Express & Cargo

Mary Kathryn Flippo, Mallory Alexander, Chairman

National Rail Transportation Credit

Kay Fearington, CCE, CSX Transportation

National Transportation Credit

Doug Swafford, US Xpress, Chairman
Jack Krupka, JB Hunt, Vice Chairman

National Truck & Trailer Lessors

Randy Arpan, Penske Truck Leasing, Chairman

National Wholesale Nursery

Products & Supply

Deb Andrews, Imperial Nurseries, Chairman
Donna Jamie, Willoway Nurseries, Inc., Vice Chairman

National Motor Carriers

Diana Early, Pitt Ohio, Chairman
Jack Krupka, JB Hunt, Vice Chairman

Meet Us in Saint Louis

Transportation Revenue Management Group Fall Credit Conference

When: October 9–11, 2011

Where:

Hilton St. Louis Ballpark
1 South Broadway
Saint Louis, Missouri 63102

Hotel Information:

For reservations: 1-877-845-7354
Group Code: NACM TRMG Fall Meeting

Rate: \$129

Cutoff Date:

September 16, 2011



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NACM Houston: Growing Toward a Brighter Future

LEGISLATIVE UPDATE FOR BUILDING MATERIALS & CONTRACTORS SUPPLY INDUSTRIES



Date: August 16

Presenters: John Herberger, Esq, JD Herberger & Associates PC and Jason Walker, Esq, Andrews Myers PC

The Texas legislature was busy during the recently ended session passing legislation that directly affects credit in the building materials and construction industries. Join us for a legislative update including:

- Lien waivers
- Retainage
- Changes to indemnity law
- Attorneys fees for liens
- And more

STANDBY LCS

Date: August 17

Presenter: Sherry Mama, Metrobank NA

Selling on open account but don't really trust the buyer? Try a standby letter of credit to protect your assets:

- Why use them
- When are they most effective
- Different types
- Tips, tricks and important rules

Time: 11:30am

Cost: \$26 per person; \$31 for walk-ins

Lunch will be Chicken Pasta Putanesca

**Cancellations received 72 hours prior to education events, group meetings and special events will be honored. Cancellations not received in the stated time frame and no-shows will be billed. Qualified substitutions are welcome. Written email or fax verification will be issued by NACM Houston.*

Tips and Tricks of Easy Recertification

Networking contacts have asked me how difficult re-certifying my professional designation has been in the past. I have had my CCE since the mid 1990s, so I have had several re-certifications over the years. I have found it to be very easy to meet the requirements. What have I done that has made it so easy? Participate! I try to attend the annual NACM-National Credit Congress. This allows me to have the choice of numerous education programs all at one time. Otherwise I would have to attend numerous classes during the year. My time is precious so the Credit Congress consolidates my time needs. Also the guest speakers at the Credit Congress give me re-certification CEUs. What do I do here locally? I attend the majority of the monthly Super Tuesdays and Wednesdays. For participation units I highly recommend joining one of the Industry Groups. Not only does it pay for itself with the information sharing, most groups have an education speaker from time to time that also gives you CEUs. You kill two birds with one stone by getting participation units and CEUs for the education; not to mention the networking, and the potential to save your company from credit risk situations due to what you learn at your Industry Group meeting. So what is the hardest thing to do when it comes time for the re-certifying process to keep your professional designation? Taking the 10 to 15 minutes to fill out the paper work required by NACM National. Heck, it takes me longer than that just to scroll through the TV cable guide to see what's on that night. I know your professional designation is important to you otherwise you wouldn't have obtained it in the first place. Just by participating, re-certification is a breeze. See you at the next function.

*James H. Clem, CCE
Corporate Credit Manager
Petroleum Solutions, Inc.*

THANK YOU!

NACM HOUSTON SAYS THANK YOU TO THE SPONSORS OF OUR 2011 ANNUAL MEETING, AWARDS AND SUPER DAYS

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Andrews Myers, PC is recognized throughout Texas and beyond for its acumen in construction, development and related litigation. Andrews Myers, PC is ranked among the top construction law firms in Texas by the prestigious legal directory, Chambers USA, America's Leading Lawyers for Business, 2009. In addition to strengths in all facets of construction law, their legal team is known for its depth of experience in commercial real estate transactions. Their corporate law and business litigation practices serve not only contractors and developers, but start-ups and middle-market businesses, including manufacturing, energy and chemicals, retail/restaurants, education, software, medical services, and a range of other industries. Andrews Myers, PC has the in-house personnel and resources to address the most complex and industry-specific legal issues.

Credit Alternatives is the nation's largest staffing firm that specializes exclusively in the placement of credit and collections professionals on a full-time, temporary or project basis. Founded in 1998, Credit Alternatives has offices in Houston, Dallas, and a national presence in Executive Search. Having been a Preferred Partner of NACM of South Texas since our inception, our employees have been Chairman of the Board, members of the Board of Directors, Credit Executive of the Year and a recipient of the Excellent in Credit Award. Our sole purpose is to serve the credit community, and we look forward to showing you the difference our expertise can make.

Dunn Enterprises, Inc., operating division of Gulf States Abrasive Manufacturing, was founded in 1964 in Houston, Texas by the Dunn brothers. Gulf States Abrasive Manufacturing is the largest independent manufacturer of Abrasive Grinding Wheels in the United States. Gulf States is a strong, well established, quality conscious company that is responsive to its customer's needs. We produce a wide variety of abrasive products that range from grinding and cutting wheels to cup and cone type wheels. Our experienced personnel offer reliable service throughout each phase of operations, from mixing to dressing and delivery. Constant attention to quality ensures that your order will meet the most exacting industry requirements!

Gulf & Basco LP is a family-owned company that began operations in 1937. In 1997, leadership was passed to the third generation, with Stuart Feldman becoming President and CEO. Gulf & Basco has become very prominent in both the Houston home-building industry, and in Southeast Texas. The company sells a wide variety of products, such as cabinets, windows, appliances and countertops, in all price ranges.

JD Herberger & Associates, PC was established to meet the needs of clients for result-oriented legal services. The firm's goal is to provide quality legal services in the most cost-efficient manner available. JD Herberger & Associates, PC's primary area of expertise is civil litigation. Their attorneys have extensive experience in state and federal courts throughout Texas and federal administrative proceedings, including representation of clients in matters relating to product liability, premise liability, contract disputes, construction disputes, lien/surety, employment claims, and negligence claims.

NACM Business Credit Services is a wholly-owned subsidiary of NACM Houston. Its sole purpose is to seek, provide and service the finest tools available for you and your company to be financially successful including business credit reporting, commercial collection services, commercial precollect services, distressed business services, international collection services and bankruptcy alternatives. NACM is the market leader in meeting the needs of its members and addressing their concerns by offering easy-to-obtain, high quality products, services and programs.

(continued on page 14)

One Source Risk Management and Funding, Inc. is the premiere specialist broker of risk mitigation products in the U.S. They specialize in protecting one of your company's largest assets, accounts receivable. The One Source team is made up of professionals from the finance and credit industry, who are experts in all forms of Credit Risk Protection Products. They provide solutions for your needs relating to Credit Insurance, Distressed Receivable Cover, and Commercial as well as Political Risk.

The Securace Corporation Agency represents the top commercial insurance carriers for business insurance in Houston and the surrounding areas. Securace strives to develop strong and lasting relationships with their clients by helping solve insurance related problems, helping their clients grow and giving excellent customer service. They strive to be the number one insurance agency for businesses in the Houston and surrounding areas. Securace specializes in every line of needed insurance, including Property/Casualty, Employee Benefits, and Bonds or Personal Lines coverage.

Southwest Precision Printers (SWPP) began 35 years ago as a small, start-up company in Bellaire, Texas, that specialized in printing one and two-color jobs. Today, SWPP operates from a 48,000 square-foot facility in west central Houston at Beltway 8 and I-10 and is the largest independent, family-owned commercial printer in Houston. Ranked as the 3rd largest commercial printer in Houston by the *Houston Business Journal* in 2010, SWPP has enjoyed continuous growth the past 35 years. With a passionate commitment to excellence, SWPP is dedicated to continuing their tradition of providing clients with the highest level of quality products, courteous customer service and cutting-edge technology.

Credit Insurance – What to Watch for in Difficult Economic Times

by Jay Tenney, Trade Risk Group, LLC Insurance Services

Are you a credit insurance user or investigating its use for your company? If so, it is important to know how the different insurers and their policies behave in this challenging environment of deteriorating credit and increased claims. Here are a few of the more important points to be aware of:

1. **Insurer's Financial Rating:** Does the insurer have an A rating or higher from any of the major rating agencies, including A.M. Best (insurance rating specialist). Has the economic downturn resulted in a downgrade or downgrade watch?
2. **Cancelable vs. Non-cancelable Coverage:** Does the policy allow the underwriter to cancel coverage on your buyers? If so, under what conditions and how often has this occurred over the past 12 months?
3. **Coverage Granted:** Like all insurers, credit insurer's appetite for risk can vary widely from company to company and year to year. So while one insurer may not offer coverage on a buyer, another insurer may be more than willing. This can be affected by the insurer's loss experience, financial performance, concentration in an industry or buyer, policy structure, etc.
4. **Specialized Endorsements:** There are literally thousand's of endorsements available to modify the policy to your specific needs. If an existing endorsement is not available that meets your needs, ask that one be created.
5. **What Events Trigger a Claim:** Although most policies cover defaults due to insolvency and protracted default, each will define those differently. It is important to know how this affects your business specifically.
6. **Claims Paying Experience:** If you do not have experience with the insurer, it is important to speak with others that have.
7. **Preference Claims:** Does the policy cover potential future claims due to preference demand? If so, what are the conditions?

Credit insurance contracts, like most insurance policies, are complex legal documents that vary widely among the insurers. And while most policies are fundamentally sound, it is critical to know these differences and how they affect your business when deciding upon an insurer. To navigate through these complexities, companies are best served using a broker who specializes in credit insurance (over 90% of all commercial insurance policies are "brokered"). A reputable broker will work with you to find your specific needs, then structure and negotiate the most effective policy available among all the insurers. And since the broker is compensated by the insurer, there is no additional cost for using their service and in many cases can save you significant premiums.

PHOTOS FROM THE 2011 ANNUAL MEETING



Newly installed chairman Carolyn Pavolovsky, CCE accepts gavel from chair emeritus Gary White, CCE



Jason Walker accepts the Excellence in Credit Award for Andrews Myers PC from Robert Verhage (left).



Brenda Keener accepts the Excellence in Credit Award for Gulf & Basco LP from Robert Verhage .



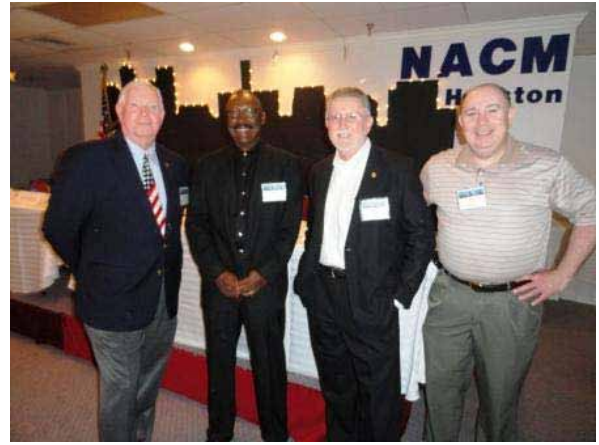
Carl Doré, Jr. received the W.J. Wissel Chairman's Citation for Service.



Credit Executive of the Year Carolyn Pavolovsky, CCE is surprised by her family.



Pre Moss accepts a Lifetime Honorary Membership in NACM Houston



DATE	PROGRAM TOPICS	SPEAKERS
Aug 16 & 17	Credit Jeopardy	NACM Staff
Sep 20 & 21	Growing Management's Understanding of the Value of the Credit Department	Kathi Quill, CAE, CBA, NACM Houston
Oct 18	Growing Your Knowledge of Contractor Forms	Tom Shiels of Matthews, Stein, Shiels, Pearce, Knott, Eden & Davis LLC
Nov 16	Growing Trends in Bankruptcy	Mark Finkelstein, Shannon Martin Finkelstein & Alvarado PC
Dec 16	Holiday Luncheon	Santa and the U.S. Marine Corps

august 2011

sunday	monday	tuesday	wednesday	thursday	friday	saturday
	1	2	3 6:00pm - Business Law	4 6:00pm - Basic Financial Accounting	5 8:30am - Introduction to Financial Analysis	6
7	8	9 8:30am - When Times are Tough Is Your Security Really Secure?	10 8:30am - International Collections	11 6:00pm - Basic Financial Accounting	12	13
14	15	16 10:30am - CONT Group Mtg 11:30am - BLMT Group Mtg 11:30 am - ELEC Group Mtg 11:30am - HAC Group Mtg	17 10:00am - INTL Group Meeting 11:30am - OFSS Group Meeting	18 11:30am - ADME (NACM Conference Center) 6:00pm - Basic Financial Accounting	19 11:30am - SETR (Beaumont)	20
21	22	23 5:45pm - Board Meeting/Orientation	24	25 11:30am - STLM Group Meeting 6:00pm - Basic Financial Accounting	26	27
28	29 8:30am - Advanced M&M Bonds & Liens	30	31			