



The Nominating Committee is Pleased to Announce the Nominees for the 2009-2010 NACM Houston Board of Directors

VOTING WILL BEGIN ON MAY 5, 2009



Karen Bennett, CBA is currently senior credit representative for Smith International Inc. and has been in the credit field for over 10 years. She has been an active member of NACM since 1999, serving on the Board of Directors and as Chairman of International & Oilfield Industry Group. She earned her CBA in 2008 and was awarded the Walt Wissel Chairman's Citation in 2005 for outstanding service to NACM. She has actively attended and participated in regional conferences and Credit Congresses. Karen and her husband enjoy camping and four-wheeling excursions. It is her desire to become more involved in the operations of the organization to gain a better understanding of the credit and collection industry.



Linda Bost, CBF, CCE, owner of Linda Bost, CCE Consulting Services, has an extensive background covering more than 20 years of credit financial legal contract management and related experience. Her major emphasis has been on credit management functions, process and techniques and administration of legal issues affecting all areas of credit and contract management. A member of NACM Houston since 1978, Linda has served two terms on the Board of Directors and as Chairman of the Contractors Supply Industry Group, Education, Government Affairs, Ethics and Credit Reporting Committees. Linda has been the NACM Houston Credit Boot Camp instructor for several years. She

attends and volunteers at the Annual Meeting, Holiday Gala, Golf Tournament, All South, National Credit Congress, Advocacy Day, Legislative Conferences and NACM Houston local seminars and workshops. Being a member, she has experienced first-hand the tremendous advantages of membership both personally and as a representative of an NACM member firm. The networking, mentorship and knowledge that NACM offers is second to none, she says. Serving on the Board of Directors gives her the opportunity to make certain these opportunities are there for other credit professionals to use and experience.



Lori Downey is the credit manager/event committee director for Vanguard Fire Systems, L.P. where she has been employed since 2007. She has been in the credit and collection field for over 15 years. Prior to her current position, she was the credit manager for Vectra Fitness, Inc., a Fitness Equipment Manufacturer in Kent, Washington and also served on the Board of Directors for the International Fitness Credit Group Association as the program chair director. She is

currently on the Board for the Austin Civic Orchestra in which she plays violin. Lori has received certificates in Business Credit Principles, Credit Management Law and Complying With US Export Controls. She was an NACM-National scholarship recipient in 2006 and is a member of both NACM and CFDD. Raised in Issaquah, Washington, Lori moved to Texas two years ago and now lives in Taylor with her daughter, Carli, and fiancé, John. In her free time, Lori manages a co-ed slow-pitch softball team, which completed their last season undefeated! She also writes and records music for a local Austin band called Grissom Hill. Within the community, she is a Habitat for Humanity volunteer and participates in many special programs including Race for the Cure, Red Santa and Cell Phones for the Military.

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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

Officers and Directors

Chairman

Ed Baldwin, CCE 713-221-2646
Wesco Distribution Inc.

First Vice Chairman

Charley Paup, CCE 713-937-0600
ACT Pipe & Supply Inc.

Second Vice Chairman

Gary White, CCE 713-423-1814
Waste Management of Texas, Inc.

Treasurer

Chris Myers 713-355-8100
Credit Alternatives, LLC

President

Kathleen Quill, CAE, CBA 281-228-6100
NACM Houston

National Director

Chris Myers 713-355-8100
Credit Alternatives, LLC

Directors

Skip Kline 281-210-2703
Frontier Materials Concrete, LLC

Charles Dunlap 713-614-3199
Dunlap Consulting

John Herberger, Esq. 281-920-4700
JD Herberger & Associates

Brenda Keener 713-847-1827
Gulf & Basco LP

Carol Zingelmann, CCE 281-855-6212
Baker Hughes

Pre Moss Jr. 281-285-1962
Schlumberger Technology Corporation

Carolyn Pavlovsky, CCE 713-986-8320
Tyco Values & Controls, LP

Chair Emeritus

Rosalind Turner 281-854-1909
Royal Baths Manufacturing Co. Ltd.

Corporate Counsel

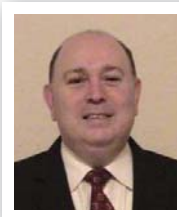
Carl Doré Jr., Attorney at Law 281-829-1555
Doré & Associates, Attorneys, PC



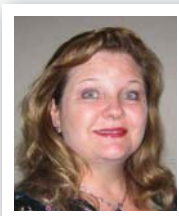
Chrissy Garcia, CBA is currently credit and collection manager for Wildcat Electric Supply. She has been in credit, collection and sales management services for over 10 years. As a member of NACM for nine years, she is no stranger to NACM Houston. She has served as Electrical Supply Industry Group Chairman and has been active by attending various seminars and workshops, Annual Meetings, Super Days and Holiday Galas. Chrissy would like to contribute to NACM Houston after everything the association has done for Wildcat Electrical Supply and her professional growth. Outside of work she is very dedicated to her family and church where she is a CCE and Confirmation teacher at St. Phillip of Jesus Catholic Church. Chrissy, likes to jog, landscape and read.



Don Giallanza is currently customer financial services manager for Halliburton. He earned his BBA in Accounting from Stephen F. Austin State University located in Nacogdoches, Texas. Don is currently on the NACM Houston Business Credit Services Board of Directors, is the Credit Interchange Committee Chairman and has been an NACM member for over 10 years. Don began his career as an accountant for Pennzoil Company in 1988. He was employed by Pennzoil/Penreco for 19 years. In 1990, he joined the credit department. At Pennzoil Company, Don held various credit positions with increasing responsibility. He managed the credit function for Jiffy Lube, Pennzoil Products, and Exploration and Production. Don received an Excellent Performance Award in connection with his role on a re-engineering team. In 1997, Don became the credit manager for Penreco, a ConocoPhillips Partnership. He has extensive experience in credit and collections. Don has been an active member with the local NACM chapter. As a member of the Houston Energy Group, Don previously participated on the planning committee for that group.



John Stryker, CBA has recently joined the team of CITGO Petroleum as Lead Credit Specialist. He has over 19 years of experience in credit and collections as a director/manager, including almost a decade as controller. He has been a member of NACM of South Texas and NACM SW for a combined 10 years, including serving as Chairman for the NACM SW Metals Group. John is currently serving on the NACM South Texas Education Committee and is involved in membership recruitment. He wants to be more involved with NACM of South Texas to be able to use his skills in helping shape the future of NACM of South Texas. He has successfully built and managed credit departments for several companies involved in manufacturing and distribution. John loves spending time with his family and has coached baseball for the last five years. He is currently taking this season off.



Pam Woodroof, CCE has been employed with BJ Services Company for 21 years and has been an NACM member for over seven. She developed a new credit department from the ground up for the chemical division of BJ Services, including creating and implementing credit policy and procedures. Pam brought the chemical division's DSO down from the low 90s to the low 50s within the first 6-8 months of the credit department creation. Pam now handles a \$50-60 million portfolio of the domestic pumping services receivables. She currently serves as advisory director of NACM Houston Business Credit Services and has participated on the "Revising the CCE Exam" Committee Team 1. She also currently serves on the NACM Houston Membership Committee. Pam has participated in NACM Houston activities such as the Holiday Gala, Designee Reception, NACM Houston Annual Meeting and numerous NACM seminars. She has received all three NACM certifications (CBA/CBF/CCE) and received the NACM Houston Super Star award for obtaining the CBF and CCE within one year. On the national level, Pam has participated in NACM-National events such as Credit Congress and All-South. In her community, Pam is involved in a bible study group and swim team, is a volunteer for Habitat for Humanity and the United Way, and is serving as vice president of her local PTA Board. Pam's hobbies include playing the piano and keyboard, painting, crafts and travel.



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 Vice President, Michele Hamby Executive Assistant, Rosie Prosser	1400 1360 1405
Education	1200
Industry Credit Groups Sr. Groups Manager, Deana Gardner Local Groups Manager, LaQ'iana Lewis	1300 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	281-228-6100
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 Interchange Supervisor, Wanda Love Special Reports, Deidre Henry	1480 1341 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.

marchnewmembers

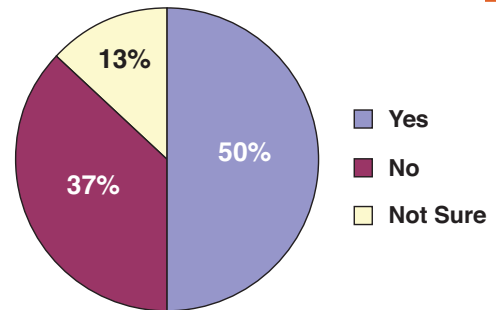
- Atlas Copco Prime Energy
- Vista Bank Texas
- Addision Search Ventures
- Founders Bank
- Intium Group LLC
- Sweet Lakes Chemical Ltd.
- Wylie & Associates
- Roehl Transport
- Wells Fargo HSBC Trade Bank, NA
- Altos Hornos de Mexico SAB de CV
- Vanguard Fire Systems LP

marcholympians

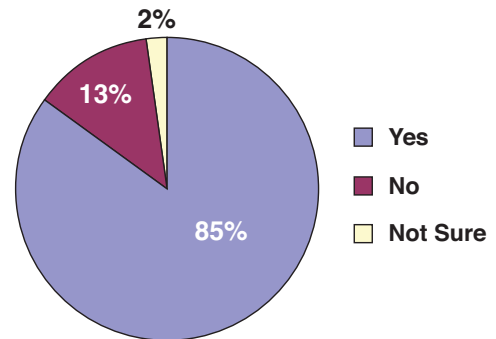
Ronnie Archer, CCE	1.2
Scott Denney	1.0
Zacqueline McDade	0.4
Chip Rohde	0.2
Vicki Powers	0.2
Nina Nuncio	0.4
Jennifer Li	0.2
Lynn McCrary	0.2
Bret Brocky	0.2

flashpoll

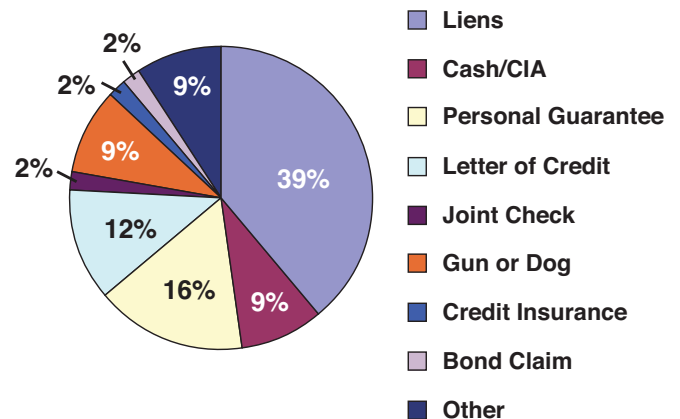
Do you use job sheets?



Does your company file liens?



What's your favorite security device?



NOMINATE YOUR COLLEAGUES!

Credit Executive of the Year

Once again, NACM Houston is calling for nominations for the Credit Executive of the Year Award. This award recognizes and honors a member of NACM Houston who has made a significant, readily-apparent contribution to the Association through Board, committee or activity involvement.

The individual must be a member of the Association at the time of the nomination and must have been a member for five years. Any NACM member may nominate a candidate who meets the above criteria. Nominations must be submitted no later than May 15, 2009. Contact Kathleen Quill, CAE, CBA at 281-228-6100 or kquill@nacmsouthtexas.org to obtain a nomination form or for more information.

A committee made up of past recipients and NACM Board members will review all of the qualified nominees and make their selection. The winner will be announced at the NACM Houston Annual meeting in June. Any questions regarding this award should be directed to Kathleen Quill, CAE, CBA, president, NACM Houston.



Excellence in Credit

The Excellence in Credit Award will be awarded to the Distinguished Business Member of NACM Houston for the year 2008-2009. This award recognizes an NACM Houston company that has provided leadership in the field of business credit. This leadership may have been exhibited by participation in NACM through a commitment to the credit education of the company's employees, industry group participation and leadership.

To be considered for the Excellence in Credit Award, a company must meet the following qualifications:

1. A member of record in good standing with NACM Houston for one (1) year prior to nomination for this award. Business must be located in the NACM Houston market area.
2. Must be nominated by an employee of the nominated company or someone employed by another company.
3. A business cannot win back-to-back awards, [two (2) years in a row] in the same category.

Nominated companies should have the following background and history information, as well as how the company utilizes the following: Credit & Financial Resources, Leadership Fundamentals, Employee Satisfaction and Community Involvement.

Completed applications should be sent by May 15th to Kathleen Quill, CAE, CBA via fax at 281-228-6122, or mailed to P.O. Box 721348, Houston, TX 77272. Deadline date for all applications to NACM Houston is May 15, 2009. If you have questions, please contact Ed Baldwin 281-848-1915 or Kathleen Quill, CAE, CBA at 281-228-6100 or kquill@nacmsouthtexas.org.

Honorary Member

The Honorary Member Program is designed to recognize former or retired members who have made significant contributions to NACM Houston through long-term membership and/or active participation in Association activities, committees and the Board of Directors.

To be considered for Honorary Membership, an individual must possess the following qualifications:

1. Former or retired member of NACM Houston;
2. Twenty (20) years in the credit profession;
3. Ten (10) years as an active member of NACM Houston; and
4. Prior service on the NACM Houston Board of Directors

Nominations for individuals who may meet these qualifications should be considered for Honorary Membership in the Association. Any NACM member or NACM staff person may nominate any former or retired member who they feel meets the qualification by sending a letter of nomination to Kathleen Quill, CAE, CBA, president, NACM Houston, P.O. Box 721348, Houston, TX 77272-1348 or fax to 281-228-6122 or to kquill@nacmsouthtexas.org. These letters of nomination must be received no later than May 15, 2009.

All qualified nominees will be presented to the Executive Committee and, in turn, to the Board of Directors for confirmation. Formal recognition of the Honorary Member will be made at the NACM Houston Annual Meeting.

Should you have questions regarding this program, please call Kathleen Quill, CAE, CBA at the Association office at 281-228-6100 or kquill@nacmsouthtexas.org.

PRIVATE INVESTIGATING 101

NACM Houston: Helping to Protect Your Assets

Skip Tracing: It's Not Just an Amateur Sport—Gotcha!

Do you have a debtor that disappeared and you're not sure how to find them? If you collect debts or handle receivables you'll want to be at NACM Houston on Tuesday and Wednesday, May 19th and 20th for May Super Days. This is where you'll learn how skip tracing becomes more than mere research. You will also learn to employ methods of social engineering to finesse information without compromising the situation. Our speakers will be Riecke Baumann and Chris Gillett of The Baumann Law Firm. If you're serious about locating debtors, make sure to register today!

Time: 11:30am • Dates: May 19 & 20, 2009

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

Lunch will be Brisket & Smoked Sausage!

*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. (NACM Houston Cancellation Policy, adopted 1/1/09.)



Want to be eligible for a prize to help protect your assets? Do one of the following and we will automatically enter your name in the prize drawing:

- Register online for a group meeting or Super Days
- Send a flash notification to your group
- Submit names or experience online (only for groups using Book of Reports)

One winner will be selected for each 2009 Super Days event!

For more information, please contact: LaQ'iana Lewis

Phone: 281-228-6100:1318

Email: localgroups@nacmsouthtexas.org



olympianspotlight Carol Zingelmann, CCE

The Olympian Club is an exclusive club for NACM Houston members who help recruit new member companies to the association. Olympian Club members are awarded prizes at our annual meeting, escalating in value, based on the number of new members recruited and are recognized in *Business Credit Pro* and our *Mid-Month Mailer*. Carol Zingelmann, CCE is a senior credit analyst for Baker Hughes Business Support Services and is a part of the electronic invoicing team. Prior to her work at Baker Hughes, Carol spent 32 years at Schlumberger, beginning in the accounting department as a teenager and moving to the credit department more than 20 years ago. She started taking NACM certification classes after her daughter graduated from high school, earning her CBA and subsequently her CCE.

Carol is currently serving a three-year term on the NACM Houston Board of Directors for the third time and is the chair of the Education Committee. Her leadership interests have also included chairing the Events Committee and holding several board positions in CFDD. Her efforts have been recognized by being awarded the 2000-2001 CFDD Credit Member of the Year and the 2004-2005 NACM Houston Walt Wissel Award. Carol is also active behind the scenes, helping with the decorations at most NACM Houston special events.

Carol is always on the lookout for new NACM members. She says, "I like to encourage people to be a part of NACM for the education, the career advancement and the information available for the credit professional. NACM gave me a whole new perspective on credit and I want to pass that on to others."

When Carol is not busy with her NACM activities, she spends her spare time playing the French horn in a community band that has performed for presidents and other dignitaries. You may have also seen her on television and in the newspaper playing Mrs. Claus at the annual Galleria-area Uptown Holiday Lighting event.

what's coming up???

N A C M H O U S T O N M A Y 2 0 0 9 E D U C A T I O N C A L E N D A R

DATE	EVENT, PRESENTER	TIME
May 4	Online Course Sessions Begin for Accounting, Business Law and Credit Law For more information, please contact NACM Meetings Dept. at 410-740-5560.	
May 6	Teleconference: Providing Senior Management the Facts on Financially Distressed Key Customers <i>Presenter: Ken Rosen, Esq.</i> For more information, please contact NACM Meetings Dept. at 410-740-5560.	2:00–3:00pm
May 8	Collection Management <i>Presenter: Jim Shreve, FTD Resources</i> Held at the NACM Houston Conference Center. Participants who complete this training program should be able to understand how to set and achieve their collection goals for past due business accounts, identify the reasons and early warning signs of a potential delinquency problem, understand how to conduct telephone collection calls, send effective delinquency letters, monitor collection activity and decide when to use an attorney for collection matters. This seminar is especially geared towards improving the collection of accounts receivable in an adverse economy. For more information, please contact the NACM Houston Education Department at 281-228-6100:1200.	8:30am–4:30pm
May 11	Louisiana Lien Laws and More <i>Presenter: Frank White, Frank White, A Professional Law Corp.</i> Held at the NACM Houston Conference Center. Anyone conducting business in Louisiana cannot 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 the NACM Houston Education Department at 281-228-6100:1200.	8:30–11:30am
May 12	Advanced Topics/Recertification Day <i>Presenters: Buddy Schorre, CPA, Ronnie Archer, CCE and Leanne Pease, CCE</i> Held at the NACM Houston Conference Center. Are you a CCE looking for recertification points? Are you an experienced credit professional looking for advanced topics in your field? Then join us for this high-level seminar. Topics include how to read the auditor's notes on a financial statement, risk mitigation exit strategy and how to stop selling to a risky company. For more information, please contact the NACM Houston Education Department at 281-228-6100:1200.	8:30am–4:30pm
May 17	FCIB's International Credit & Risk Management Online Course For more information, please contact FCIB at 410-423-1840.	
May 18	Escheatment: What Every Credit Manager Needs to Know (Teleconference) <i>Presenters: Valerie Jundt, Esq.</i> For more information, please contact NACM Meetings Dept. at 410-740-5560.	2:00–3:00pm
May 18	Credit Boot Camp <i>Presenter: Linda Bost, CCE, Wilson Industries LP</i> Held at the NACM Houston Conference Center. This session is designed to provide an overview of the trade credit function including the credit policy, credit applications and laws governing their creation and implementation, role of credit and as a part of the sales function, investigating the creditworthiness of a potential customer, identifying the red flags of risk and much, much more! For more information, please contact the NACM Houston Education Department at 281-228-6100.	8:30am–4:30pm
May 27	Advanced Oil, Gas & Mineral Liens: So You Filed an Oil & Gas Lien—Now What? <i>Presenter: Carl Dorè, Esq., Dorè & Associates, Attorneys, PC</i> Held at the NACM Houston Conference Center. You know the basics and can file the lien, but what happens next? Take the next step and find out about your rights and responsibilities as the lien makes its way through the legal system. For more information, please contact NACM Houston Education Department at 281-228-6100:1200.	8:30–11:30am
May 31	FCIB-MSU's Export Regulations and Compliance and Foreign Exchange Management Online Courses Begin For more information, please contact FCIB at 410-423-1840.	
Jun 1	Paperwork Deadline for Nationwide Certification (CBA/CBF/CCE) Exams For more information, please contact the NACM Education Dept. at 410-740-5560.	
Jun 1	Registration Opens for the September Sessions of Online Accounting, Business Law and Credit Law Courses For more information, please contact the NACM Meetings Dept. at 410-740-5560.	
Jun 2–Aug 18 Tuesdays	Business Law <i>Presenter: Daniel Pacious, Esq., Pacious Law Firm PLLC</i> Held at the NACM Houston Conference Center. 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 laws affecting cyber crimes. For more information, please contact the NACM Houston Education Dept. at 281-228-6100:1200.	6:00–9:00pm
Jun 3	Bankruptcy Point/Counterpoint (Added Advantage Teleconference) <i>Presenters: Wanda Borges, Esq. & Bruce Nathan, Esq.</i> For more information, please contact NACM Meetings Dept. at 410-740-5560.	2:00–3:30pm
Jun 5	Advanced M&M Bonds & Liens <i>Presenters: Tom Barber, Esq., Coats Rose Yale Ryman & Lee, PC</i> Held at the NACM Houston Conference Center. 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 in bankruptcy. For more information, please contact the NACM Houston Education Dept. at 281-228-6100:1200.	8:30–11:30am

what's coming up???

NACM HOUSTON MAY 2009 EDUCATION CALENDAR

DATE	EVENT, PRESENTER	TIME
Jun 8	International Credit & Collections <i>Presenter: Kevin Chandler CCE, Halliburton Energy Services</i> Held at the NACM Houston Conference Center. Take advantage of Kevin Chandler's international experience at this broad-based discussion of issues, obstacles and solutions in international credit and collections. For more information, please contact the NACM Houston Education Dept. at 281-228-6100:1200.	8:30–11:30am
Jun 11–Aug 27 Thursdays	Accounting (NACM Houston) <i>Presenter: Ronnie Archer, CCE, Dunn Enterprises Inc.</i> Held at the NACM Houston Conference Center. This course qualifies for and is required to attain CBA certification. 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 all business professionals. For more information, please contact the NACM Houston Education Dept. at 281-228-6100:1200.	6:00–9:00pm
Jun 14	Certification Exams (CBA/CBF/CCE) at NACM Credit Congress For more information, please contact the NACM Meetings Dept. at 410-740-5560.	
Jun 14–17	NACM's 113th Credit Congress & Expo Held at the Rosen Shingle Creek Resort in Orlando, Florida. For more information, visit the Credit Congress website , or contact the NACM Meetings Dept. at 410-740-5560.	
Jun 22–Jul 2	Graduate School of Credit & Financial Management Held on the campus of Dartmouth College in Hanover, New Hampshire. For more information, click here or contact the NACM Meetings Dept. at 410-740-5560.	
Jun 25–26	Mini-All South 2008! Held at the NACM Houston Conference Center. All South 2008 got blown away by Hurricane Ike, so we are bringing many of those educational programs inland. Join us for a 1-1/2 days of great credit topics and stay for the NACM Houston Annual Meeting on June 26th. For more information, please contact the NACM Houston Education Dept. at 281-228-6100:1200.	8:30am–4:30pm/8:30–11:30am
Jun 25	Exam Reviews <i>Presenter: Ronnie Archer, CCE, Dunn Enterprises Inc.</i> Held at the NACM Houston Conference Center. This session is designed for those people who are registered to take the CBA or CBF exams in July 2009. For more information, please contact NACM Houston Education Dept. at 281-228-6100:1200.	11:30am–1:00pm

It's so easy to register! Just call the Education Department at 281-228-6100:1200 or email 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. www.nacmsouthtexas.org

VIP HURRICANE IKE SURVIVORS PARTY

Are you a survivor of the NACM professional certification program?

Have you earned your CBA, CBF or CCE?
(Or maybe all three?)

Please join us as our guest at the VIP Survivors Party as we honor your commitment to professional education. Come mingle with our Survivor Houston sponsors, our Board of Directors and other NACM VIPs.

Thursday, June 25th
4:45–6:45pm
NACM Houston Conference Center

Lots of good food and drink and a rollicking good time!

2009 GOLF SCRAMBLE

Thank you to all of the sponsors of our 2009 Golf Scramble:

Schlumberger Technology Corp.	Event Sponsor
Securance Corporation Agency	Drink Sponsor
Andrews Myers Coulter & Hayes PC	Box Lunch Sponsor
Credit Alternatives	Hole in One Sponsor
The Forwarders List of Attorneys	1st Place Foursome
Equifax Inc.	Women's Closest to the Pin
Marek Brothers Systems Inc.	Women's Longest Drive
Skyminder/C ³ Business Information Inc.	Hole Sponsor

Be on the lookout for photos of our golfers in the next issue.



What Is the Olympian Club?

"Adding new members is a necessity for any professional association. The resulting infusion of new thoughts, ideas and experiences ensures the professional development we all strive for. The Olympian Club is designed to attract new members and deliver this development."

*Kevin Chandler, CCE
Halliburton Energy Services
Past Olympian of the Year*

"I rely heavily on the fast and effective interaction of trade information among members as a way to minimize risk exposure. Thanks NACM!"

*Frank Delgado, Financial Manager
Graybar Electric Co., Inc.*

What is the Olympian Club?

The Olympian Club is an exclusive club for NACM Houston members who help recruit new member companies to the association. We want to recognize you for your efforts and celebrate your sponsorship of new members.

Why are Olympians important?

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

What's in it for me?

Olympian Club members are awarded prizes at our annual meeting, escalating in value, based on the number of new members recruited. They are also recognized in *Business Credit Pro* and our *Mid-Month Mailer*. Additional prizes are awarded for the top two recruiters (top prize is a \$250 American Express Gift Card!) and the Olympian of the Year. The top recruiter receives special recognition at our annual meeting.

Sounds like fun! How do I join?

It's easy! Help us sign up new members by sending us contact information (person's name, company name, phone number and email address) for people whose companies you think would be candidates for membership. Send your contact information to eneuwirth@nacmsouthtexas.org and we will take it from there. Once we sign up a new company, you will be awarded 1 Olympian point and will automatically become a member of the Olympian Club. You will be awarded 0.2 points for each associate member, so it takes five associates to get you into the Olympian Club. New associates at your own company count!

By the way, it makes a great impression if you talk to your contact about the benefits you receive from your membership!

Not quite sure what to say to a prospective member?

Let us help you. See page 8.

ACM...
PAYMENT PROCESSING SOLUTIONS

We've changed our name.
We've changed our logo.
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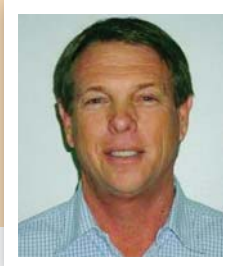
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Not Quite Sure What to Say to a Prospective Member?

Let us help you. Contact us at eneuwirth@nacmsouthtexas.org and we will send you the following in a format that you can send to your prospects. Remember there are rewards for you if you refer someone who joins NACM Houston.



“My NACM membership is truly an asset to my credit department. Regional industry credit groups provide valuable credit information in a great networking atmosphere. Educational programs provide us with the skills and knowledge we need to succeed. NACM is the best tool for the job!”

– **Roger Bertling, Best Redi-Mix**

Now, More Than Ever...

- **You need a reliable source of credit intel**
- **You need right-now info on who's paying and who's not**
- **You can't afford to risk your company's second largest asset—your A/R**

What Can NACM Houston Membership Do for You?

- Increase your professional network—the source of late-breaking trade news and intelligence
- Learn who's *creditworthy* right now, and who's not—join an Industry Credit Group
- Sharpen your decision-making and collection skills and get ahead of trends with superlative education
- Save your company cold, hard cash

Included in Your NACM Houston Membership:

- Membership with NACM-National—19,000 members strong
- Legislative advocacy in Washington, DC and Austin, TX
- Monthly issues of *Business Credit* magazine and *Business Credit Pro* e-zine
- Online access to NACM Houston Knowledge Vault (free advice from credit experts)
- Online access to NACM-National Resource Library (searchable books and publications)



Roadmap Clinic

What can professional certification do for you?

- Expand your knowledge and make you better at your job
- Show your current employer that you are motivated
- Prepare you for your next career opportunity
- Gain respect in your field for your knowledge and experience

The next round of professional certification classes begins in June. Classes are held in the evening at our offices. Join us on Wednesday, May 6th, for a free lunchtime clinic where we will map out the requirements and put you on the road to professional success.

Please RSVP to Ellen Neuwirth-Hirsch at eneuwirth@nacmsouthtexas.org or 281-228-6117.

Wednesday, May 6th • 11:30am–1:00pm

NACM Houston Office
10887 Wilcrest, Houston, TX 77099

Put yourself on the path to success and join us for the Roadmap Clinic!

SURVIVOR HOUSTON

NACM HOUSTON'S 2009 "SURVIVOR HOUSTON" EXPOSITION AND ANNUAL MEETING

The 2008 All South Conference scheduled for last September in Galveston was cancelled due to Hurricane Ike. So...we are bringing many of those same great educational programs directly to you at our conference center. Prepare yourself for Survivor Houston, a 1½-day educational conference complete with vendor exhibits and networking activities, all culminating in NACM's 2009 Annual Meeting.

WHEN: Thursday and Friday, June 25 and 26, 2009

WHERE: NACM Houston Conference Center
10887 Wilcrest
Houston, TX 77099

SCHEDULE: Thursday • June 25, 2009

8:00am	Continental Breakfast
8:30am–4:30pm	All South Redux Education (Multiple concurrent 1½-hour and half-day sessions)
11:30am–1:00pm	Lunch
4:45–6:45pm	VIP Hurricane Ike Survivors Party

Friday • June 26, 2009

8:00–8:30am	Continental Breakfast
8:30–11:30am	All South Redux Education
10:00–11:30am	Exhibitor Treasure Hunt
11:30am–12:30pm	Lunch
12:30–2:00pm	Annual Meeting

**You survived Ike.
Now let us help
you survive this
stormy economy!**



NACM Houston Salutes the Hotel, Restaurant & Institutional Supply Group!



This group is made up of wholesalers of food, beverage and related products that sell to hotels, restaurants, schools, nursing homes and grocery stores. Some of the member companies include Sysco, Glazier, Martin Preferred Foods and Freedman Meats. The group concerns itself with notices, new accounts and pay history of current accounts. The Hotel, Restaurant & Institutional Supply group meets once a month on the third Thursday of each month at 9:30am. This meeting includes continental breakfast, networking with other group members and roundtable account discussion.

Chairman of the Hotel, Restaurant & Institutional Supply Group this year is Lolita Isaac, a credit analyst with U.S. Foodservice. U.S. Foodservice is an acknowledged industry leader in food distribution. They are known and respected for their customer service, food expertise, innovation, quality, food safety and corporate integrity.

Lolita was with BFI/Allied Waste Services as their landfill clerk and medical waste customer representative for eight years prior to working for U.S. Foodservice. While working for U.S. Foodservice, Lolita has been recognized as an outstanding associate. Her most recent awards were the "Living Our Values" Partnership Award and the Lighthouse Award for her professionalism, customer service, positive approach and daily demonstration of the U.S. Foodservice operating principles. Lolita is very close to, and proud of, her family. She is married to Rev. James Isaac and has a son named Joshua. Also a part of the family is Panda, her four-year-old Shih Tzu.

For information on joining the Hotel, Restaurant & Institutional Supply group please contact LaQ'iana Lewis at or 281-228-6100:1318.



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**TEXAS SOCIETY OF ASSOCIATION
EXECUTIVES DELEGATES AT THE RECENT
ASAE FLY-IN IN WASHINGTON, DC**



**NACM Houston President Kathleen Quill,
CAE, CBA (far left) in front of Kay Bailey
Hutchison's office.**



Vital Volunteers: Linda Bost, CCE

NACM Houston is a member-owned trade association and relies on the volunteer efforts of credit professionals like you to help make this a great organization. Linda Bost, CCE is a seasoned credit professional with a background in both the oil & gas and construction industries. Most recently, she spent five years as the energy DSO coordinator with Wilson Industries LP.

Linda has volunteered for numerous committees at NACM including Government Affairs, Ethics and Education committees. Her long-standing commitment to education has resulted in her serving as instructor for numerous workshops, seminars and certification classes. One NACM Houston staffer, when explaining to a prospective student what it is like to have Linda as an instructor, said, "She tells a lot of stories about her experiences. The class is totally painless. You will think you are listening to her tell stories, but you are actually learning all of the material for the course."

Linda's volunteerism included work for CFDD and the Houston Credit Women's Group. She served two three-year terms on the NACM Houston Board of Directors, culminating her service as Chairman of the Board when NACM purchased its current building. Linda explained why serving on the board was especially meaningful, "You have the opportunity to help manage a business. You are exposed to the sales side, the product side, the financial side and business strategies. You'll learn what makes a business run and you're part of running the business. Most of us would not get that opportunity in our jobs, but by serving on the Board of Directors, you learn business management hands-on."

When asked what initially led her to volunteer at NACM Houston, Linda said, "I learned early on that sitting at a desk eight hours per day will not give you the opportunity to learn the things you need to know to be good at credit—and the people that can teach you are not going to come to you. I volunteered in order to meet those people and to build a relationship with them so they and I both feel comfortable asking each other for help and learning from each other."



CREDIT MANAGERS' INDEX

REVISED. REVAMPED. RENEWED.

The CMI just got a spring overhaul and it's more popular with the media than ever. It's got a new look, a new method and a new commentator—NACM Economist Chris Kuehl, Ph.D., co-founder and director of Armada Corporate Intelligence.

Check out the most current report [here](#).

Make your mark. Participate every month. Simply look for the subject line "NACM's Credit Managers' Index survey now open" in your email inbox and click through to begin the survey.

Don't receive a monthly email reminder? Sign up [here](#) to be included.

You make it happen!

NACM Houston's Newest Designees Class of March 2009

Arnold Hernandez, CBA	Wilson Industries
John Stryker, CBA	Citgo Petroleum Corporation
Wendy Villasenor, CBA	Tyco Thermal Controls
Kristy Woolsey, CBA	Wilson Industries
Claudia Tynes, CBF	Chevron Services
Ron Davis, CCE	Baker Hughes Business Support Services

national/regionalgroups calendar2009

DAY	DATE	GROUP	CITY	HOTEL/LOCATION
Thu	May 14	NWWEM	San Antonio	TBD
Fri	May 22	SETR	Beaumont	TBD
Wed	Jun 10	CHEM	Houston	NACM Conf. Center
Mon-Tue	Jul 13-14	NOSS	Oklahoma City	TBD
Thu-Fri	Jul 30-31	NWNP	Philadelphia	Hilton

DATE	PROGRAM TOPICS	SPEAKERS
May 19 & 20	Private Investigating 101	TBD
Jun 9 & 10	Legal Forum: Ask the Experts	TBD
Jul 21 & 22	Collection Placement: Trust and Performance Metrics	TBD
Aug 18 & 19	Get in Front of the IRS to Be Paid? Easy!	TBD
Sep 22 & 23	Success in Small Claims Court	TBD
Oct 20 & 21	Lock 'Em Down! Receivables Insurance	TBD
Nov 17 & 18	Bailouts Year in Review: Did It Work?	TBD
Dec 16 only	Bonds and Successful Bond Claims	TBD

MAY 2009

sunday	monday	tuesday	wednesday	thursday	friday	saturday
					1	2
3	4	5 11:30am - BLMT Government Affairs Committee	6 11:30am - Roadmap Clinic	7	8 8:30am - Collection Management	9
10	11 8:30am - Louisiana Lien Laws and More	12 8:30am - Advanced Topics/ Recertification Day	13 HEC - Group Meeting	14	15	16
17	18 8:30am - Credit Boot Camp 11:30am - Exec (Teleconference)	19 10:30am - Plum Group Meeting 11:30am - BLMT Group Meeting 11:30am - ELEC Group Meeting 5:45pm - Board Meeting	20 10:00am - INTL Meeting 10:30am - Membership Meeting 11:30am - CONT Meeting 11:30am - INDS Group Meeting 11:30am - OFSS Group Meeting	21 8:30am - HRIS 11:30am - ADME (Joe's Crab Shack) 4:00pm - Education Committee (Teleconference)	22 SETR - Beaumont	23
24	25 Memorial Day - Holiday	26	27 8:30am - Advanced Oil, Gas & Mineral Liens: So You Filed an Oil & Gas Lien-- Now What? 2:30pm - Events Committee Meeting	28 11:30am - STLM Group Meeting (Joe's Crab Shack)	29	30
31						