



superdays

A GOLDEN FINISH

2014 NACM Gulf States Holiday Gala Luncheon



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

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

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

*A Portion of the Silent Auction
proceeds goes to cancer crackdown.org*

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



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NACMLouisiana

2, 4 Groups Calendar - November

NACM Gulf States

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

Phone/Fax

Business Offices	281-228-6100/6122
Accounting	281-228-6100/6151
Adjustment Bureau	281-228-6100/6122
Industry Credit Groups	281-228-6100/6123
Collections	281-228-6100/6122
Credit Reporting	281-228-6100/6120
Sales	281-228-6100/6151
Louisiana	504-885-3897/504-780-9346

Officers and Directors

Chairman

Don Burell, CCE 281-285-1963
Schlumberger Technology Corp.

First Vice Chairman

Jackie Hoelting, CBF, CCRA 713-860-3495
Silver Eagle Distributors

Second Vice Chairman

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

Treasurer

Charles Dunlap 281-978-2126
Ntegrity Financial Solutions

President

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

Directors

Molly Atlas 713-683-8996
Memco, Inc.

Emma Cosme, CBF, CCRA 713-293-1684
Jake's Finer Foods

James Criswell 832-200-0818
Professional Alternatives, PC

Jeremie Hartzog 225-292-1303
Notoco Industries, Inc.

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

Val Venable, CCE 713-315-5748
Ascend Performance Materials

Robin Walters, CCE, ICCE 281-584-2596
Sysco Corporation

Chair Emeritus

Dave McMillen, CCE 713-551-0361
Waukesha Pearce Industries, Inc.

Corporate Counsel

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

2015 National Group Meetings

- Jan 23 National Oilfield Service & Supply Group
Austin, TX
- Apr 19-21 Transportation Revenue Management Conference
Williamsburg, VA

Regional Group Meetings

- Nov 18 Gulf States Building & Construction Video Conference 11:30am-1:00pm
NACM Conference Center - Houston
[NACM Office - Metairie, LA](#)
- Nov 19 Gulf States Food Groups Video Conference 11:30am-1:00pm
NACM Conference Center - Houston
[S&W Wholesale Foods - Hammond, LA](#)
- Jan 22 Texas Statewide Construction Credit Group 8:30am-5:00pm
Austin, TX
- Jan 23 Plumbing & Water Works Group 10:00-11:00am
Austin, TX
- Jan 23 Drywall Supply Group 3:30-5:00pm
Austin, TX

Local Group Meetings for November

- Nov 11 [New Orleans Electrical Group](#) 12:00-1:30pm
[Drago's Seafood Restaurant -Metairie, LA](#)
- Nov 12 Houston Energy Credit Group 11:30am-1:00pm
CenterPoint
- Nov 13 [Baton Rouge Building/Industrial Group](#) 12:00-1:30pm
[Drusilla's Place - Baton Rouge, LA](#)
- Nov 18 Contractors Supply Group 12:30-1:30pm
NACM Conference Center - Houston, TX
- Nov 18 Electrical Supply Group 12:30-1:30pm
NACM Conference Center - Houston, TX
- Nov 18 Heating & Air Conditioning Group 12:30-1:30pm
NACM Conference Center - Houston, TX
- Nov 18 Building Materials Group 12:30-1:30pm
NACM Conference Center - Houston, TX
- Nov 19 Hotel Restaurant & Industrial Supply Group 12:30-1:30pm
NACM Conference Center - Houston, TX
- Nov 19 Oilfield Service and Supply Group 12:30-1:30pm
NACM Conference Center - Houston, TX
- Nov 18 [New Orleans Building Materials Group](#) 12:00-1:30pm
[NACM Office - Metairie, LA 70002](#)
- Nov 19 [Louisiana Institutional Food Group](#) 12:00-1:30pm
[S&W Wholesale Foods - Hammond, LA](#)
- Nov 20 Steel & Metal Supply Group 11:30am-1:00pm
Jax Grill - Houston, TX



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

Directory

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

Main Phone Number	281-228-6100
Toll Free	866-252-NACM
Main Fax	281-228-6122
Louisiana Office	504-885-3897

Staff Extensions

Accounting Vice President of Finance & Administration, Bernard Forde	1450
Administration President, Kathleen Quill, CAE, CBA	1400
Executive Assistant, Becky Showers, CGA	1405
Louisiana Division, Henry Albert, CGA	1560
Membership/Education/Groups, Debra Martin, CGA	1317
Legislative Issues President, Kathleen Quill, CAE, CBA	1400

NACM Business Credit Services

Main Phone Number	281-228-6100
Adjustments & Workouts	281-228-6100
Collections	281-228-6100
Credit Reports	281-228-6100
Sales	281-228-6100
Toll Free	866-252-NACM
Remote Access	281-228-6142
Credit Reporting Fax	281-228-6121
Collections Fax	281-228-6122
Sales Fax	281-228-6151

Staff Extensions

Collections Manager, Frank Edmond	1430
Distressed Business Services Int'l Collections Manager, Gerald Clements	1370
Credit Interchange Manager, Steve Krischke, CGA	1480
Interchange Supervisor, Wanda Love	1341
Special Reports, Deidre Henry	1350
Sales & Services Manager, Byron McKinney, CGA	1465

Both NACM Gulf States and NACM Business Credit Services exist for and because of you. Any questions or specific needs are not just welcome, but the reason we are here. Please call us.

**october
newmembers**

Arnall Golden Gregory LLP
Carber
Corix
Hi Crush Partners LP
National Judgment Recovery Center LP
Southern Floral Company
Wheeler Lumber

**october
olympians**

Jessica Beltran, CBA
Don Burell, CCE
Carole Clause
James Criswell
Charles Dunlap
Richard Packard
Martha Romig
Barbara Roy

flashpoll

“Due to the high importance of cash running a business, it is in a company’s best interest to collect outstanding receivables as quickly as possible. By quickly turning sales into cash, a company has the chance to put the cash to use again—ideally, to reinvest and make more sales. The _____ (abbreviated) can be used to determine whether a company is trying to disguise weak sales, or is generally being ineffective at bringing money in.”

Source: *Investopedia.com*

$$\frac{\text{Accounts Receivable}}{\text{Total Credit Sales}} \times \text{Number of Days}$$

If you aren't sure about the answers to this Flash Poll, you might need to attend the NACM Gulf States class, *There's More to Management Reporting than DSO*, on November 19.

Correct Answer: D S O and Days Sales Outstanding

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

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

November Industry Group Meetings

For more information, please contact Carolyn Lewis Pajeaud at 504-885-3897 or carolyn@nacmgs.org.



Nov 13

Baton Rouge Building/ Industrial Group

Drusilla's Restaurant
3482 Drusilla Lane
Baton Rouge, LA 70809
225-923-0896
www.druscillaplace.com

Nov 18

New Orleans Building Materials Group

NACM Office
3205 Clear Ave., Ste 4,
Metairie, LA 70002

Nov 19

Louisiana Institutional Food Group

S&W Wholesale Foods
18096 Old Covington Hwy
Hammond, LA 70404

A GOLDEN FINISH

2014 NACM Gulf States Louisiana Holiday Gala Reception



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

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

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

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

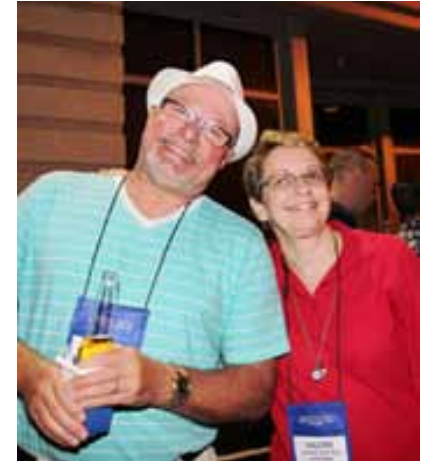


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All South Credit Conference

October 22-24, 2014







what's coming up?

DATE	EVENT, PRESENTER	TIME
Nov 19	There's More to Management Reporting than DSO Presenter: Debra Martin How do you bring value to your company's executive office? Most credit departments report DSO or past due customers to their top management every month, but that's more a measure of sales than of credit performance. You might not realize it, but you have access to a lot more information that is valuable to your company's management. What about Percent of Sales to Write Off by branch, region or even salesman? Collection Effectiveness Index? How about reporting your profitable customers who aren't using their available credit or for whom you would raise their limit? Find out about these and some things you never dreamed of. We'll help you learn how to make these calculations, too, and present them in a quick and easy read for your management.	8:30–11:30am
Dec 8	Fortifying Your Credit Foundation: Getting Ahead of the Next Superstorm Presenter: Jeffrey Cohen and Seth Van Aalten, Corporate Restructuring & Bankruptcy Group This webinar will provide tips, tools and best practices that credit managers can put in place now to maximize future collections. Mr. Cohen and Mr. Van Aalten will discuss guidelines for evaluating potential credit counterparties and suggested ways to minimize exposure in bankruptcy, specifically with respect to outstanding receivables and potential preference liability. Mr. Cohen and Mr. Van Aalten will also address what you can do to enhance recoveries in the event that your credit counterparty files for bankruptcy. Use this information to get ahead of the next downturn. For more information on this NACM-National webinar , click here .	2:00–3:00pm
Dec 10	The ABI Bankruptcy Reform Commission Speaks! Presenter: Bruce Nathan, Esq., Lowenstein Sandler LLP Bankruptcy reform has been much discussed and its impact on trade creditor rights could be significant. On December 6, the ABI Commission on the Reform of Chapter 11, established by the American Bankruptcy Institute to study and make recommendations for the reform of Chapter 11 of the U.S. Bankruptcy Code, will be presenting its recommendations to change this country's bankruptcy laws. The Commission held numerous hearings to solicit the views of many of the constituencies that would be affected by bankruptcy reform. That included a Commission hearing at NACM's 117th Credit Congress held on May 21, 2013 in Las Vegas when several credit professionals testified on their experiences with Section 503(b)(9)'s priority claim for goods delivered within 20 days of bankruptcy and preference claims and offered suggestions for reform, and a follow up session with representatives of the Commission at NACM's Credit Congress held on June 10, 2014 in Orlando, Florida to hear the concerns of Credit Congress attendees on issues of interest to them, as trade creditors, including preferences, Section 503(b)(9) priority claims, unsecured creditors' committees and other issues of interest to trade creditors. This program will discuss the Commission's report and recommendations for changes to the Bankruptcy Code that are of interest to and may have a profound impact on the rights of trade creditors, in particular the impact on Section 503(b)(9) priority rights, preference claims, unsecured creditors' committees and other trade creditor rights. There will also be a discussion of how the recommendations will affect other classes of unsecured creditors, secured lenders, and bankruptcy practitioners, such as trustees and other bankruptcy professionals. For more information on this NACM-National teleconference , click here .	2:00–3:00pm
Jan 9	Rolling Out a Credit Card Payment Program and Surcharging the Customer Presenters: Scott Blakeley, Esq. and Ronald Clifford, Esq., Blakeley & Blakeley, LLP More customers are choosing credit cards, even personal cards, to pay vendors' invoices in the B2B setting. Credit cards are the most expensive payment channel, given the interchange fee vendors absorb, which erodes the profitability of the sale. Credit cards have amended their rules to provide vendors the right to surcharge the interchange fees to their card-paying customers. Learn how to roll out a credit card payment program with surcharges as you learn how to establish policies that address the program complexities and legal issues.	9:00am–12:00pm

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

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

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

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



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

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

Next chance to participate is **November 17-21**. Visit the [CMI survey page](#) any time during these dates to help bring awareness to the credit profession.

STRATEGY!

Networking luncheon begins at 11:30am
Executive Forum Topic: Escheatment
begins at noon

November 18 and 19, 2014

Come and meet some of the other players
on the field. It's always good to know
how the pros play and strategize.

There's More to Management Reporting than DSO

More Than Xs and Os Credit Reporting
for You and Your Manager

Coaches: Debra Martin, NACM Gulf States and
Val Venable, CCE, Ascend Performance Materials

Date: Wednesday, November 19

Time: 8:30–11:30am

Investment: \$85 for first attendee
\$75 for each additional attendee
\$110 for non-members

DETAILS:

- Lunch is \$15 per person; \$18 for walk-ins
- Not a member of a group? Contact Phaedra Vaughner for information on joining: pvaughner@nacmgs.org.

Group Meetings

Tuesday, November 18

12:30pm–1:30pm:

Contractors Supply
Heating & Air
Building Materials
Electrical Supply

Wednesday, November 19

12:30pm–1:30pm:

Hotel Restaurant & Industrial
Supply
President's Circle
Oilfield Service & Supply

How do you bring value to your company's executive office? Most credit departments report DSO or past due customers to their top management every month, but that's more a measure of sales than of credit performance. You might not realize it, but you have access to a lot more information that is valuable to your company's management. What about Percent of Sales to Write Off by branch, region or even salesman? Collection Effectiveness Index? How about reporting your profitable customers who aren't using their available credit or for whom you would raise their limit? Find out about these and some things you never dreamed of. We'll help you learn how to make these calculations, too, and present them in a quick and easy read for your management.

For more information or to register, please call:

281-228-6100

or reserve your seats online **TODAY!**

Midterm Election Results: Where is the Business Community in All This?

The business position on politics is that most vote pragmatically, with an eye towards what the next Congress would do to make doing business easier. The comments from Mitch McConnell, likely the next Senate Majority Leader, included a commitment to expanding trade, which may be an area of common ground between the White House and Congress. He also focused on tax reform plans that would make the US more competitive—infrastructure plans that would both serve as an economic stimulus as well as bring the US system back to world standards and plans to develop the energy opportunities in the US. All are considered urgent needs by the business community and the hope is that attention gets aimed at these areas.

The first area of compromise is the trade issue that the president has publicly supported. Post-election, there may be more pointed interest in salvaging the Trans-Pacific Partnership multilateral free trade agreement, as well as the stalled pact with Europe.

The issue of tax reform may be another place for some compromise and cooperation. The corporate tax rate in the US is among the highest in the world, but the tax take is often offset by a welter of complex tax breaks and incentives. These tend to distort the system and favor the bigger companies at the expense of the small and mid-sized operations. There is nothing to suggest that reform will be easy, but there seems to be support for a serious attempt and one that elements of both parties could get behind.

(continued)

A third area of compromise might be immigration. The business community generally supports some rationalization of the immigration system, as there is a need for the workers who are already in the US and those who would like to come to work. The labor shortage in the US is acute and grows worse as the population ages.

One of the more interesting areas of potential compromise has been infrastructure development. For the last few years, there has been no money for these projects amid constant budget battles. There is hope that the need to boost the economy and provide jobs will trump the concerns about debt and deficit to a degree and that both sides will be able to get behind some additional projects to bolster the nation's infrastructure.

The majority of those who have been elected to office are experienced legislators from the US House of Representatives or state legislatures. There is hope, though possibly faint, of renewed cooperation and an end to gridlock.

- Armada Corporate Intelligence

Why NACM?

"NACM is a great organization. They provide a great assortment of exceptional training courses, monthly industry meetings, special services and events. I'm so glad that since joining Goodman Manufacturing back in May 2014 that we have been able to reinstate our membership after a long absence."

Simon Lin
Senior Corporate Credit Manager
Goodman Manufacturing/Daikin

Rolling Out a Credit Card Payment Program and Surcharging the Customer

Date: Friday, January 9, 2015

Time: 9:00am-12:00pm

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

CEUs: 3.5

More customers are choosing credit cards, even personal cards, to pay vendors' invoices in the B2B setting. Credit cards are the most expensive payment channel, given the interchange fee vendors absorb, which erodes the profitability of the sale. Card companies have amended their rules to provide vendors the right to surcharge the interchange fees to their card-paying customers.

However, rolling out a credit card payment program with a surcharge is not without its complexities. This workshop will help you establish a comprehensive credit card acceptance policy that includes the proper handling of surcharges.

Arm yourself to the teeth

Legal Compliance

- State anti-surge legislation: complying with the state anti-surge laws with a nationwide surcharge rollout
- Protecting cardholders' privacy rights
- CI compliance: building and maintaining a secure network and implementing safeguards to protect cardholder data
- Cap on the level of surcharge: how much of the interchange fee may be charged to the customer
- Notice and disclosure requirements to customers, card companies, and processing companies of intention to surcharge

Investment (before Dec 12):

Members: \$175

Non-Members: \$190

After Dec 12: \$249

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

NACM Gulf States Houston Conference Center

10887 Wilcrest Drive
Houston, TX 77099

For more information
or to register, please call:

281-228-6100

or reserve your seats
online **TODAY!**

YOU JUST HAD TO BE THERE

Transportation Revenue Management Group

New Orleans, LA • October 2014





Texas Statewide Construction Credit Group

New Orleans, LA

October 2014

New Officers for 2015

President: Lori Drake, CBA,
Lone Star Materials, Inc.

Vice President: Dustin Allen,
West End Lumber Co., Inc.

Secretary: Tami Behner, CCE,
American Tile & Stone

Treasurer: Janet Flores,
ISC Building Materials

Counselor: Molly Atlas,
MEMCO, Inc.

**Meeting to be held in
January 2015 in Austin, TX.**



2014superdays

DATES

THEME/TOPIC

Nov 18 & 19
Tue/Wed

Home-Field Advantage: Industry Credit Groups
Member Networking

Dec 10
Wed

Go Global: Taking Home the Gold Medal
Holiday Gala



Direct Hire - Temporary
Preview - Contract

**Specialist in
Staffing Credit and
Collections Professionals**

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

november 2014

sunday

monday

tuesday

wednesday

thursday

friday

saturday

						1
2	3	4	5	6	7 8:30am - Advanced Credit Training Camp	8
9	10	11 12:00pm - New Orleans Electrical Supply Group	12 11:30am - HEC Group Mtg	13 12:00pm - Baton Rouge Building/Industrial Group 6:00pm - Financial Statement Analysis I (CBA)	14	15
16	17	18 10:30am - CONT Group Mtg 10:30am - HAC Group Mtg 12:00pm - Gulf States Building & Construction Video Conference 12:30pm - BLMT Group Mtg 12:30pm - ELEC Group Mtg	19 8:30am - There's More to Management Reporting than DSO 11:30am - Gulf States Food Group Video Conference 12:00pm - Louisiana Institutional Food Group Mtg 12:30pm - OFSS Group Mtg	20 10:30am - Navigating your NACM Gulf States Member Page & Credit Reporting Database Webinar 11:30am - STML Group Mtg 6:00pm - Financial Statement Analysis I (CBA)	21	22
23	24	Super Days		26	Holiday	27
30		25	26	Holiday	27	Holiday
					28	29

Tip of the Month

Why does the NACM National Trade Credit Report have SO many duplicate files?

The quick answer is that we are an **exact match** bureau. If your data contribution shows "101 Main Street Suite 200" and another data contributor shows "101 Main St #200," the system sees that as a potentially different customer and creates a new record.

But here's the thing: NACM Gulf States is *not* (repeat **NOT**) like the big gotta-show-investors-a-return credit reporting sources. What we ARE is owned by you, the members. We are really the single largest industry trade group in the world and the only report that allows you access to the other contributors because they're members of your group! But sometimes that gets messy. Not bad messy, just lots-of-stuff-not-matching messy. We're trying to do the right thing by you, but not make it worse by speeding through anything.

Fast is good. RIGHT is better.

We won't put data together—data that you will make a selling decision on—until we know it belongs together.

And here's another thing: every day we look at what credit reports you pull from us (if you're really a busy crew, it may take us a couple of days), and we will send you updated, merged or purged files as soon as we can, at no additional charge. Show me one other national credit report source that does that and I'll buy you lunch. Oh yeah, pull anything you know is your customer (or might be); when we look at your usage we'll credit back any additional reports you pulled. Show me one other national credit report source that does *that* and I'll buy you another lunch.

See you at the Holiday Luncheon, right?

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

december 2014

sunday

monday

tuesday

wednesday

thursday

friday

saturday

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



October Report



The October report from NACM returned to a respectable status, jumping more than two points from 54.9 to 57.0. The readings are back to highs seen at the start of the year. The index of favorable factors cleared 60 comfortably and now sits at 62.6, which is still off the pace set in July and August, but is trending in the right direction again. The fall of the index of unfavorable factors to 50.9 last month was concerning as it was the lowest point reached in almost two years, but its impressive gain this month to 53.2 reaches back to March readings. This means that the concerns about the state of creditors have eased a little.

“Given the progress made through the course of the year, many were shocked at the low numbers registered in September and theories abounded to explain the slump—everything from reaction to politics to the impact of the weather,” said NACM Economist Chris Kuehl, PhD. Most analysts attributed the slow progress to the collapse of the European economy and the slow progress in China and other parts of Asia, which remain a concern. “This global slowdown is still a factor and will likely put something of a damper on the US economy through the rest of the year and into next, but the domestic economy is showing some resilience and that is reflected in the numbers for October’s CMI,” Kuehl said.

Within the favorable factors, positive movement bodes well for the rest of the year, even though amount of credit declined slightly. “The performance here coupled with new credit applications suggests that the crash in performance last month made many companies a little more cautious with credit this month,” Kuehl said. “The good data this month may well reverse that trend in the months to come.”

Unfavorable factors were the big concern last month, but all three factors previously in contraction territory rose above 50 in October. “There is some evidence that progress is being made in the economy and these companies are expanding as they had expected to earlier...and most creditors are staying current as far as their obligations are concerned” Kuehl said. “The rapid rebound this month is support for the notion that last month was an anomaly and perhaps a reaction to some of the issues that emerged globally toward the end of summer.”

View the complete [CMI report for October 2014](#) for a full breakdown that includes commentary on the manufacturing and service sector results, and data tables and graphics. [CMI archives](#) may also be viewed on NACM’s website.