

Business Credit Pro

TODAY'S RESOURCE FOR THE BUSY CREDIT PROFESSIONAL

OCTOBER 2016

Inside Preview

- 2 Groups Meeting Calendar
- 3 New Members and Olympians
- 3 Flash Poll
- 3 Why NACM?
- 3 2016 Super Days
- 4 Super Days Meeting Photos
- 5 All South Credit Conference
- 6 How to Build an Engaged Workforce
- 7 Top Concerns of Financial Professionals
- 8 Really Good News from the Credit Manager's Index
- 10 Financial Statement Analysis 101
- 10 Texas State-Wide Construction Credit Group
- 10 National Wholesale Nursery Products & Supply Group
- 12 CMI September Report
- 12 Tip of the Month
- 13 What's Coming Up in Professional Education?
- 14 NACM Gulf States At-a-Glance

October Super Days

Face to Face

October 18 & 19

Tuesday Speaker:

Jason Walker, Esq.,
Andrews Myers, PC

Tuesday Topic:

2017 Proposed Lien Law Changes

Wednesday Speakers:

Lisa Norman, Esq., Andrews Myers, PC
Carl Doré, Jr., Esq., Doré Law Group,
Sean Rooney, Esq., Herberger & Associates

Wednesday Topic:

Ask the Lawyers

DETAILS:

- Networking lunch begins at 11:30am
- Lunch is \$26 per person; \$31 for walk-ins
- Not a member of a group? Contact Phaedra Vaughner for information on joining: pvaughner@nacmgs.org

Group Meetings

Tuesday, October 18

10:30am:
Heating & Air Conditioning

12:30pm:
Contractors Supply Group
Building Materials Group
Electrical Supply Group

Wednesday, October 19

10:00am:
International Credit Executives

12:30pm:
Oilfield Service & Supply
President's Circle

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

For more information
or to register, please call:

281-228-6100
or reserve your seats
online **TODAY!**



NOTE: The topic of the October luncheons has been changed because of the sweeping Texas lien law revision proposal that has been written and may be introduced in the upcoming legislative session!

And we mean **SWEEPING**. If you use construction liens to secure your interests in Texas, you need to know what is being proposed and what you can do about it. *Invite your non-member friends and your subcontractors—this will affect all of them, too!*

Cancellations received 72 hours prior to group meetings and Super Days luncheons will be honored. Cancellations not received in the stated timeframes and no-shows will be billed. Qualified substitutions are welcome. Written, email or fax verification will be issued by NACM Gulf States.

Business Credit Pro

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

Officers and Directors

Chairman

Jackie Hoelting, CCE, CCRA
GSC Wholesale LLC 713-842-5161

First Vice Chairman

Robert Verhage, CBA, CCRA 281-829-8010
Seven Meadows Auto Group LLC

Second Vice Chairman

Anne Scarcella, CCE, CCRA 713-293-1684
Jake's Finer Foods

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.

James Criswell 832-200-0818
Professional Alternatives, PC

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

Steve McQueen 504-733-8500
Dyke Industries Inc.

Andrew Perry, CCRA 713-944-2000/5206
Inspectorate America

John Stryker, CCE 832-386-5430
Citgo Petroleum Corporation

Barry Tuck, CBA 281-758-6991
Sysco Corporation

Chair Emeritus

Don Burell, CCE 281-285-1963
Schlumberger Technology Corporation

Corporate Counsel

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

Groups Calendar

National Group Meetings

Oct 20-21	National Oilfield Service & Supply Embassy Suites Hotel New Orleans - New Orleans, LA	8:30am-5:00pm
Oct 23-25	Transportation Revenue Management Group Bally's - Las Vegas, NV	8:30am-5:00pm
Jan 26-27, 2017	National Wholesale Nursery Products & Supplies Group NACM Conference Center - Houston, TX	8:30am-5:00pm

Regional Group Meetings

Jan 19-20, 2017	Texas Statewide Group Meeting Austin, TX	8:00am-5:00pm
--------------------	---	---------------

Houston - Local Group Meetings for October

Oct 11	Hotel Restaurant & Institutional Supply Group Teleconference	
Oct 18	Heating & Air Conditioning Group NACM Conference Center - Houston, TX	10:30-11:30am
Oct 18	Contractors Supply Group NACM Conference Center - Houston, TX	12:30-1:30pm
Oct 18	Building Materials Group NACM Conference Center - Houston, TX	12:30-1:30pm
Oct 18	Electrical Supply Group NACM Conference Center - Houston, TX	12:30-1:30pm
Oct 19	International Credit Executives NACM Conference Center - Houston, TX	10:00-11:30am
Oct 19	President's Circle President's Office - Houston, TX	12:30-1:30pm
Oct 20	Steel & Metal Group The Spaghetti Western - Houston, TX	11:30am-1:00pm

Louisiana - Local Group Meetings for October

Oct 11	New Orleans Electrical Group Drago's Restaurant - Metairie, LA	12:00-1:30pm
Oct 13	Baton Rouge Building/Industrial Suppliers TBD	12:00-1:30pm
Oct 18	Louisiana Institutional Food Group TBD	11:30am-1:00pm
Oct 19	New Orleans Building/Industrial Suppliers Galley Seafood Restaurant - Metairie, LA	12:00-1:30pm
Oct 20	Mississippi Building Group TBD	12:00-1:30pm

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.



Next chance to participate is **October 17-21**. Visit the **CMI survey page** any time during these dates to help bring awareness to the credit profession.



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

Staff Extensions

Accounting
Vice President of Finance & Administration, Bernard Forde 1450

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

Membership/Education/Groups
Phaedra Vaughner, CGA 1350
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 1430
Distressed Business Services
Int'l Collections
Manager, Gerald Clements 1430

Credit Interchange
Credit Investigator, Carolyn Lewis-Pajeaud 1561
Interchange Supervisor, Wanda Love 1330
Data Specialist, Nicki Woodard 1355

Product & Service Consultant,
Henry Albert, CGA 1560
Deidre Henry 1268
Natalie Wriston 1331

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.

September New Members

Bectran
IPT Global

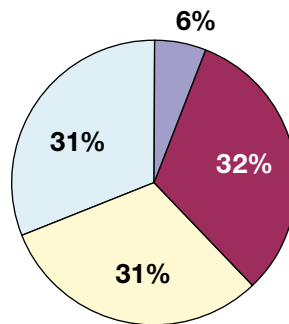
September Olympians

Nyla Shepherd, CBA, CICP
Teri Clay
Barbara Adkison, CCE

Flash Poll

**NACM Gulf States:
Bridging Your Connections**

What's your best resource in understanding 2017 Proposed Lien Law changes?



- A. Your local newspaper
- B. NACM Gulf States workshops and speakers
- C. Your peers in the industry
- D. Your company's legal counsel

Why NACM?

We have been a member of NACM for about a year and a half and we are very happy with NACM. We can pull our credit reports in the online database easily! Besides that, we also have the option to use Equifax or Experian if we need extra information for credit lines for new customers. If we have questions or request more information on new customers, NACM staff are always there to help us!



NACM is the best choice for us on credit limit decision-making for new customers.

Jody Truong
Antelope Oil Tool & Manufacturing Company LLC

2016 Super Days

DATES

Oct 18 & 19 (Tue/Wed)

Nov 16 (Wed)

Dec 7 (Wed)

TOPIC/SPEAKER

FACE to FACE
Jason Walker, Esq.

DOL Overtime Update - Member Networking

**Holiday Gala:
Deep in the Heart of Texas**

Super Days September

Bridging Your Connections – September 20th and 21st

Speakers: Ervin Hughes, CEO, Dominion Capital Credit and Katrina Chambers, VP, BB&T Bank

Topic: Sales through Credit

Thanks to everyone who attended!



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



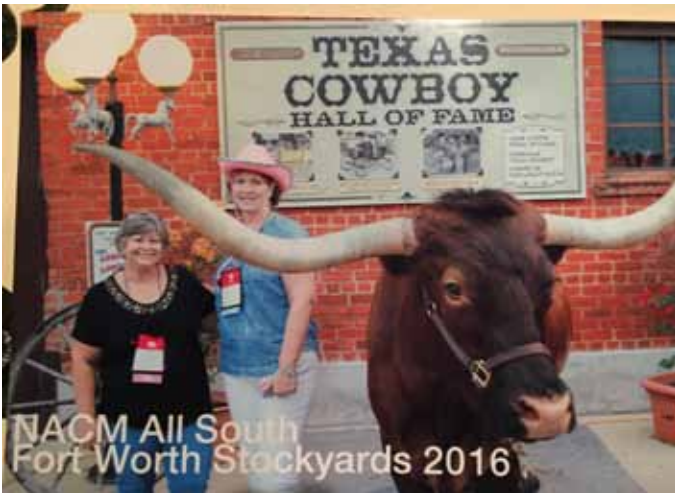
This Month's
WINNER!
518

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

All South Credit Conference

September 18-20, 2016

Hyatt Place – Ft. Worth Stockyards



How to Build an Engaged Workforce

This month I'll be delivering my very first TEDx talk. As one of only 4,000,000,000,000 people who have been allowed the honor of doing so, I am humbled by the opportunity to say whatever I think without anyone interrupting me. (I believe that's why parents love babies so much and progressively become less and less enthusiastic about their children as they learn how to talk back.)

Anyway, I know many of you won't be able to fly to Rio to attend the event in person, but I'm willing to overlook that, mostly because it's not in Rio. However, I thought I'd give you a sneak peek at what I will be saying in not-Rio when it's my turn to stand up and TED the living daylights out of everyone. (Side note: you can make pretty much any word a verb in English. Example: I'm going to rabbit over to the store real quick. You pretty much know what I mean, right?)

So here goes. Basically, I think there's a fundamental problem in the way we think of leadership, and that problem is leading to massive employee disengagement. Roughly two-thirds of us are disengaged at work. About 20% of us are actively disengaged, which means we hate our jobs and are telling our coworkers that they should hate their jobs, too. That 20% costs about \$550 billion in lost productivity every year.

Now if you pay attention to this stuff, you might be confused, because polls also show that most of us are satisfied with our jobs. But there's a big difference between being satisfied and being engaged. Satisfied employees are OK—they're not excited to go to work, but they aren't unhappy enough to quit. Engaged employees, on the other hand, love what they do, and they're actively working toward the improvement of their company or industry.

Right now we talk about leadership as though it's a single concept, with a single path to success—good leaders do these things, bad leaders do these things. But leadership actually comes in two distinct forms, which I'm going to call *good* leadership and *great* leadership. *Good* leadership focuses on our interpersonal communication with the people we lead, and this is what most of us—and most leadership education—spend the majority of time talking about—admitting mistakes, sharing credit, providing intelligent incentives and motivators, having an open-door policy, these kinds of things. *Great* leadership, on the other hand, focuses on our ability to communicate our vision for our company and our adamant belief in the mission of our enterprise. Good leadership focuses on human interaction and connection, great leadership focuses on meaning and value.

The problem is that we haven't truly acknowledged these two halves of leadership. Most good leaders don't spend enough time thinking about how to be great leaders, and so we have a lot of satisfied employees that aren't really engaged. And most so-called "great" leaders don't spend enough time thinking about how to be good ones. George Washington was an undeniably great leader for somehow keeping the Revolutionary Army in the field during that winter at Valley Forge when they had no supplies, no food, and no

hope of an easy victory. But he was also a terrible listener, so bad in fact that he basically refused to march on Yorktown because he was certain the final battle of the war was going to happen in New York; he had to essentially be tricked into marching on Yorktown by the French. Steve Jobs was a great leader at Apple with an amazing vision, but was not an easy person to work for. And you might argue that it doesn't matter because these people achieved greatness, but let's take a moment there. Washington was never able to get the Continental Congress to give him the supplies he needed, he spent half the war trying to keep people from giving his command away to other generals, and he prolonged the final stages of it because he wouldn't listen to his subordinates. Steve Jobs was kicked out of the company he founded. He got it back later. But is it possible that it wouldn't have happened in the first place if he'd had better good leadership qualities? Is it possible that Washington would have had an easier war to fight if he had been a better good leader? Absolutely.

Author: Matt Havens, The Jeff Havens Company

Digitize and Transform
Your Work Process
Using the All-In-One
B2B Credit Management
Platform

Learn more @ Bectran.com

Bectran

NACM
National Trade Credit Report

The advertisement features a dark background with a vertical stream of green and white characters, resembling a digital data stream. The main text is in bold, with 'Digitize and Transform' and 'B2B Credit Management' in red, and 'Your Work Process Using the All-In-One Platform' in white. Below the main text is the Bectran logo, which consists of the word 'Bectran' in a blue, stylized font with a green circular graphic element. To the right of the Bectran logo is the NACM logo, which includes the letters 'NACM' in a blue font above a colorful graphic, and the text 'National Trade Credit Report' below it.

Top Concerns of Financial Professionals

An early 2016 study conducted by the Financial Executives Research Foundation and risk and business consulting firm Protiviti confirms what many financial and trade credit professionals already know: “financial functions are beyond busy.” Responsibilities are rising for people in these parallel fields, and that is only expected to continue through the second half of the decade.

Key findings in the report, *The Rising Tide of Financial Challenges*, include the following.

- Cash remains king, as does cash clarity.
- More and improved analysis is paramount.
- There’s hunger for a more holistic approach.
- Getting the right talent in the right place is a formidable challenge.
- Soft skills have hard value.

The analysts break down their outlook by five main categories: Process Capabilities (Financial Transactions), Process Capabilities (Financial Analysis), Emerging Issues, Technical Capabilities and Organizational Capabilities. The leading priorities in each category, per the report, are as follows:

Process Capabilities (Financial Transactions)—Period-End

Close: “A growing focus on period-end close activities, consolidation and account reconciliations suggests a similar desire to improve these areas within a thriving yet volatile business climate, when such activities may slip in quality.” Period-end close narrowly bested last year’s top priority in this category (cash forecasting) by a narrow margin.

Process Capabilities (Financial Analysis)—Strategic

Planning: For the second consecutive year, strategic planning headlined this category. “These findings indicate that finance functions are striving to manage these interrelated processes in a holistic manner.” New to the list in 2015, and expected to grow, were risk management and analysis of big data.

Emerging Issues—Sustainability: Taking a significant leap in interest, sustainability placed first this category in 2015. It narrowly bested concerns over changes to U.S. healthcare regulations (Affordable Care Act), which analysts speculated financial professionals and management likely have improved at addressing the changes it has brought and any volatility lingering from the ongoing political fight over it. “CFOs and financial executives are focused intently on aging workforce issues, while contending with the challenges and opportunities of globalization is a significant priority among finance functions in large companies.”

Technical Capabilities—Domestic Regulations: Domestic regulations stand out as the top priority in this category after a

(continued)

NACM Gulf States is partnered
with Dun & Bradstreet



You are able to get the solutions you need
through the NACM affiliate you know.

**Things can change
overnight and we want you
to be ready every day.**

Be ready by:

- **Knowing the Risk in Your Current Portfolio**
- **Receiving Alerts Daily about Your Customers**
- **Having Pro-active Processes Specific to Your Credit Management Needs**

Contact your Gulf States rep today to learn more!



**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

significant uptick in interest since 2014. Complexity of government regulations on everything from accounting standards to compliance are increasing with little sign of relief on the horizon. “These challenges are likely to intensify, placing further pressures on finance functions to bring the right technical skills for the right positions, and then keep their skills and expertise current.”

Organizational Capabilities—Leadership: Leadership leads the pack in this category. Nearly every subcategory within the purview of organizational capabilities rose between 2014 and 2015, an “eye-opening” development, according to the report’s authors. “Finance executives and professionals appear increasingly likely to attribute hard value to what have traditionally been considered soft skills, such as leadership, coaching/mentoring, change management, [etc.]”

Source: NACM-National

Really Good News from the Credit Manager’s Index

The latest Credit Managers’ Index is a real breath of fresh air. Each month, we prepare the narrative for the National Association of Credit Management’s Credit Managers’ Index (CMI). This is modeled on the Purchasing Managers’ Index and provides a very reliable assessment of where the economy is and will likely be. The power of the CMI lies in the way that credit manager’s work—they tend to focus more on the future than on the present as they want to know what shape their creditors will be in when they are due to pay. This informs their response to the questions asked by the survey.

This month may be an anomaly, but we certainly hope not. After a big dip in the CMI last month, it recovered a bit this month, and the best news is that the gains were seen primarily in the favorable categories. The readings last month were especially disturbing because for most of 2016, the numbers were pretty good—even hitting 60 in March and July. In August, the favorable numbers sagged to levels not seen since December. Now they appear to be back to those growth numbers with a reading in the combined favorable categories of 59.5.

Together the index of favorable factors and the index of unfavorable factors showed a lot of improvement as well—going from 52.0 to 53.7. As with the last several months, unfavorable factors continued to drag down the whole index. In August, the combined unfavorable number was 49.1, and this month it remains in contraction territory at 49.9.

There has been a great deal of confusion and trepidation in the business community as well as with consumers as the election year has progressed. There is uneasiness as many in the country are really not very happy with either the Democratic or

(continued)

1,190.00	2,283.61	1,000.00	1,586.89
6,028.35	4,000.00	2,000.00	51,146.33
3,190.00	1,000.00	4,166.00	4,904.06
3,646.00	42,195.72	1,010.00	9,000.00
6,139.17	8,000.00	2,500.00	4,166.00
3,800.00	4,398.94	4,166.00	3,500.00
3,327.30	3,830.00	2,026.50	3,500.00
2,000.00	3,048.24	1,183.08	11,261.39
2,453.72	5,100.00	8,197.76	1,126.29
10,805.00	1,000.00	2,500.00	3,000.00
1,910.48	2,117.37	1,600.00	1,088.82
2,365.19	2,500.00	1,000.00	2,544.73

IS THIS YOUR MONEY?

Recent recoveries of member delinquent accounts that they **NEVER** thought they’d see again! If your \$\$\$ aren’t here, you need to place those accounts **TODAY!**

Meet the Leaders of the NACM Gulf States team:



Gerald Clements
Collection Manager
gclements@nacmgs.org

- 27 years of commercial retail and international collections
- 20 years of training in legal collection policies and practices



Kristen Donnell
Senior Asset Investigator
kdonnell@nacmgs.org

- 14 years of commercial and retail collections
- Specialist in account recovery

Let our **NEW** and **EXPERIENCED** Collection team get back your money when you need it. Do the math across your entire portfolio and let us make the difference.

Call Deidre, Natalie or Henry today for your discounted **member-only** rates!

281-228-6100

NACM Gulf States
National Association of Credit Management
www.nacmgs.org

Republican candidate. The surveys suggest that companies are delaying decisions about growth and expansion until they see what happens. There are some people that assert this trepidation will last into next year and others that believe that once the dust settles there will be an opportunity for some real growth as all that pent-up demand is released.

Looking more closely at the favorable numbers, there is lots of encouraging news. Sales jumped back to respectable levels at 57.9—an improvement over the 53.7 noted in August. New credit applications also improved, but not quite as dramatically as it moved from 56.7 to 58.6. The dollar collections category improved quite a bit, and that always brings a smile to the credit manager's face. In August, the category was at 55.5; and in September, it improved to 59.5. That is as good as it has been since July—making that low reading in August the anomaly. The category of amount of credit extended also improved nicely as it went from an already respectable 59.7 to 61.9. There have only been two months (June and August) in the last year that were below 60.

The news from the unfavorable factors has not been as sanguine. The category of rejections of credit applications stayed roughly where it was last month as it went from 51.6 to 51.3. The increase in the number of applications makes this relative stability important. It is actually pretty good news that this category didn't change much. The accounts placed for collection also remained close to what it had been, going from 47.7 in August to 47.9 in September. Although this is not good news to be sure, at least there has been some stability. There was some improvement in the disputes category as it went from 47.8 to 48.8; however, it remains in contraction territory. The most significant improvement was in dollar amount beyond terms as it moved from 46.3 to 48.2. This was a nice shift up, but it still has a way to go to escape the contraction zone. The dollar amount of customer deductions, however, did escape the contraction zone with a reading of 50.4 after languishing at 48.1 in August. There are some signs of life starting to show up, and that is good news. Filings for bankruptcies remained about where it was in August, going from 52.8 to 52.7.

It is hoped that this data is a harbinger of things to come, but after the last few months of intense gyrations there is certainly no guarantee. The business community as a whole has been cautious and uneasy and has not been eager to make commitments for the future. That has been affecting the CMI, but now there is some sense that decisions will be made in the not distant future.


Source: Armada Corporate Intelligence's Business Intelligence Brief, September 29, 2016, www.armada-intel.com

The Business Intelligence Brief is an online information service, published electronically and prepared by Armada Corporate Intelligence. The publisher has taken all reasonable steps to verify the accuracy of the content of this information. Armada Corporate Intelligence shall not be responsible for any errors or omissions.

Introducing the NACM Gulf States

PulseCheck®

You don't need to know EVERYTHING, you just need to know if anything changed.

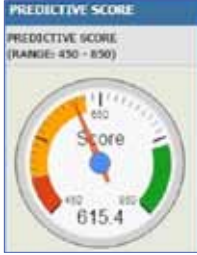


2

Low Risk

- Over previous 12 months, a firm's First Due Date delinquencies being lower (less than 5.7%) is indicative of lower risk.
- As a firm's credit bureau increases (number of years with reported trade lines on the CMC BAI, 994) is indicative of lower risk.
- In a previous 12 months, a firm's total First Due delinquencies equals zero which is indicative of lower risk.
- Score is better than 81.0% of subjects in the database.

Top four elements for the Predictive Score and where they rank against all companies like them in the database.



PREDICTIVE SCORE
(RANGE: 450 - 850)

Score: 615.4

Predictive score based on TRADE PAYMENT DATA
What you really need to know if how they pay suppliers like you!

What you get for your \$69.99 monthly subscription:

- Company name and location confirmation, including any DBA, AKA, FKA or OCN names
- All related companies in the database
- The Predictive Score Gauge
- The Predictive Score Risk Class
- The top predictive factors that affected that score
- Price protection as long as you don't miss a payment
- Discounted prices on full reports purchased off of PulseCheck®

Call your Product & Service Consultant today to get set up.
This introductory price won't last long.

The no-so-fine print (restrictions):
Payment must be by autopayment via credit card or checking account.
30 days notice is required to cancel service.
Any additional purchases must be off of a prepaid contract or by the same autopay method.

Advanced Financial Statement Analysis: Communicating Decisions

September 15, 2016

Instructor: Tamika Tyson, Nobel Energy



Texas State-Wide Construction Credit Group

September 19, 2016

Hyatt Place – Ft. Worth Stockyards



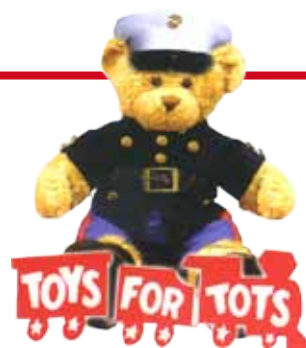
Next meeting – January 19-20, 2017 – Austin, Texas.
Come join the group for the visit to the Capitol on January 19.

National Wholesale Nursery Products & Supply Group

September 22-23, 2016

Crowne Plaza - French Quarter, New Orleans, LA

Next Meeting – January 26-27, 2016 – Houston, TX



**Toys for Tots
is just around
the corner.**

Watch your email for information on being part of this great NACM Gulf States tradition. We have boxes, so if you want to get ahead of the game, call us at 281-228-6100.

The stars at night are big and bright
"Deep In The Heart Of Texas"
2016 NACM Gulf States Holiday Gala

Wednesday, December 7th

Doors open and Silent Auction begins at 11:00 am

NACM Gulf States -Houston Conference Center

10887 Wilcrest Drive

Houston, TX 77099

\$36 per person

- Buffet Lunch ● Door Prizes ● Silent Auction
- Charity Auction— Silverado Hospice North Houston
- Bring a Gift- Get a Gift - \$10 limit
- Toys for Tots
- Presentation to US Marines

Group Meetings

10:00 am

International Credit Executives

10:30 am

Heating & Air Conditioning

Hotel Restaurant

1:30 pm

Building Materials

Chemical Supply

Contractors Supply

Electrical Supply

Oilfield Service & Supply

Please Call 281-228-6100

or register online

www.nacmgs.org/events



TODAY!



September Report

The September report of the Credit Managers' Index (CMI) from the National Association of Credit Management (NACM) recovered from its August dip, bringing it in line with a combined score seen in July.



The CMI's combined score moved from 52.0 to 53.7. "This month may be an anomaly, but we certainly hope not," said NACM Economist Chris Kuehl, Ph.D. "The best news is that the gains were seen primarily in the favorable categories." In August, the combined score for the index of favorable factors fell to levels not seen since December 2015; in September, however, it rose to 59.5 from 56.4, month-on-month.

Dollar collections made a strong recovery as it returned to July's number of 59.5, up four points from August. Sales and new credit applications also rebounded well, 53.7 to 57.9 and 56.7 to 58.6, respectively, and amount of credit extended improved further as it went from 59.7 to 61.9.

Even though the index of unfavorable factors improved slightly as it shifted from 49.1 to 49.9, some categories continue to drag down the whole index. Overall, most of the categories held close to the numbers reflected in August. The most significant improvement was in dollar amount beyond terms (46.3 to 48.2), which suggests more customers are paying within terms. And although rejections of credit applications stayed roughly the same (51.6 to 51.3), "it's actually pretty good news," Kuehl said, because of the increase in applications.

"It is hoped that this data is a harbinger of things to come, but after the last few months of intense gyrations, there is certainly no guarantee," Kuehl shared. "The business community as a whole has been cautious and uneasy and has not been eager to make commitments for the future. That has been affecting the CMI, but now there is some sense that decisions will be made in the not distant future." Most of the progress can be attributed to the manufacturing sector, he added. "Service is lagging for now and at this point it may be a couple of months before there is a reversal."

View the complete [CMI report for September 2016](#) 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.

Tip of the Month

"Never underestimate the power of a few committed people to change the world. Indeed, it is the only thing that ever has." –Margaret Mead



THE WORLD IS RUN BY THOSE WHO SHOW UP AND ARE IN THE DISTRICT.

It's true. There may be statutes in Texas you are living under that are in my handwriting on a yellow legal pad in the bowels of the Texas Capitol. Why? Because (in a former association) we wrote law that just pounded suppliers of goods and services to home builders. One year, we smacked you around and pushed construction defect liability clearly onto your shoulders, suppliers. It passed without a word of protest and, today, it is the Texas Residential Construction Liability Act. Why did we smack you around? Because we really believed that you would show up and fight it, or at least negotiate it down, and we wanted negotiation room. **BUT YOU NEVER SHOWED UP!**

Right now, Texas is gearing up for a 2017 legislative year, and a lot of things that concern business credit grantors are (or should be!) on the table. If you are in construction, it will definitely be lien law. Definitely!

But NACM Gulf States has identified several other items that you should care about:

- Recovery of attorneys fees from LLCs and LLPs
- Credit card surcharging law
- Removables
- Statutory lien waivers

On the Federal level, we are weighing in on the new DOL overtime rules, which affect the performance ability of NACM as much as they do your own company. And, of course, bankruptcy law.

Over the next few months, we will be offering presentations on a proposed lien law revision and on the DOL overtime rule changes, to help you continue to protect your company's cash.

Your Government Affairs Committee, staffed completely by volunteer members, will ask you to come to the Capitol, call, email, write and sometimes just plain badger your legislator, both where you live and where your business office is. Frankly, the only input they care about is that of the residents of their district who can vote for them. When you show up, credit, you are powerful together, more powerful than you know.

I work with those member volunteers, and they are passionate protectors of your rights as a creditor. When they ask you to, please show up. Show up.

If you want to be more involved, there is room on the Government Affairs Committee for you. Ask me how to join.

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

What's Coming Up in Professional Education?

DATE	EVENT, PRESENTER	TIME
Oct 6	Construction Tools for Construction <i>Presenters: Lisa Norman, Esq., and Jason Walker, Esq., Andrew Myers PC</i> What can you do when a lien won't work? If you attend this class you'll know about Construction Trust Fund Statutes; Prompt Pay Acts (Private, State, Public & Federal) and Constitutional Liens. Have a full arsenal as you learn about the Texas Theft Liability Act, Chapter 171, Uniform Fraudulent Transfer Act and much more! This is a LOADED package.	8:30–11:30am
Oct 17	How to Make a Successful Credit Decision Based on Limited Credit Information <i>Presenter: Kevin Stinner, CCE, CCRA</i> Have you ever had a credit application that was barely filled out, or a customer financial statement that was written on a napkin? This session reviews how to make good credit decision when customer credit information is restricted or limited. It will review how to gather information, use tools that are readily available to you, and to make a good quality decision using the 5 Cs of credit. This session also reviews how to use free tools to research customers, use little known information in reports, including D&B, NACM, etc., and how to get information out of customers that they would not normally provide a trade creditor. Questions are welcome as we discover ways to better review a customer to make the best possible credit decisions when information is not readily available. For more information on this NACM-National webinar , click here .	2:00pm
Oct 21	Management Strategies to Build Your A-Team <i>Presenter: Derrick Jones, CEO, Jones International</i> You know your team has the potential to be great, but something's holding them back. Consider changing your vantage point to awaken your team's performance. Discover the tools you need to help reposition you and your team to achieve the success you know is within reach. Some areas of focus are: alignment of team and vision, know thyself, taking inventory (finding those hidden assets), creating the right culture for your team and seeing it all come together. From the newly promoted manager to the president, if you manage a team, this is a must attend.	9:30–11:30am
Oct 24	Canadian Bankruptcy Law Buffet-Style with a U.S. Garnish <i>Presenter: Bruce S. Nathan, Esq., Lowenstein Sandler LLP</i> This webinar, conducted by bankruptcy and insolvency specialists from both Canada and the United States, will provide an overview of Canada's bankruptcy laws that have the most impact on U.S. trade creditors selling goods and/or providing services to Canadian companies and a comparison with U.S. bankruptcy law. There will be a discussion of creditors' rights under Canada's CCAA, BIA and other proceedings compared to creditors' rights under comparable U.S. Bankruptcy Code provisions. There will also be a discussion of recent Canadian retail filings. For more information on this NACM-National webinar , click here .	2:00pm
Oct 28	International Webinar: International Finance <i>Presenter: Matthew Pickle, Exterran Energy Solutions LP</i> It can be scary making your way in international trade. Your presenter will be focused on helping you understand international finance in the ever-expanding global market. Know the types of guarantees. Make sure you understand the differences and costs when comparing U.S. LCs and foreign branches standbys. Be fully armed with the right questions when handling international credit.	12:00–1:00pm
Nov 2	Bankruptcy Symposium: "What Every Credit Professional Should Know" <i>Presenters: Andrew Flame, Esq. and Joseph Argentina, Esq., Drinker Biddle Reath</i>	8:30am–5:00pm
Nov 3	Fraudulent Transfers: A Real Life Case Study <i>Presenters: Andrew Flame, Esq. and Joseph Argentina, Esq., Drinker Biddle Reath, and Sean McCartney, Penske Truck Leasing</i> An overview of fraudulent transfer law followed by case study based on Bari Importing Collection and Bankruptcy Litigation/Mediation.	10:00am–12:00pm
Nov 3	Negotiation <i>Presenter: Andrew Flame, Esq., Drinker Biddle Reath</i> This interactive program gives attendees the opportunity to learn about and experience first-hand multi-party negotiations. Based on an actual dispute, each attendee will play the role of one of four parties, each with divergent risks and goals varying from financial to reputational to avoidance of disclosure of facts that could result in criminal liability. This panel will help you to sharpen your negotiation skills to help you avoid public disclosure of the allegations in litigation.	1:00–5:00pm
Nov 8	Excel for the Credit Professional <i>Presenter: Emma Cosme, CCE,</i> This course will make real-time practical application and deliver immediately usable skills for how credit uses Excel. Forms, formulas and tables to extract the information you need out of the overload of data available and make it work for you and your company, including a brief overview in explaining the components of a spreadsheet and how to store data in it.	1:00–5:00pm
Nov 10	PowerPoint <i>Presenter: Gail Somers, GSC Wholesale LLC</i> The workshop will provide a framework for building a presentation and demonstrate options that will focus on message vs. ornate design for developing slides to create better PowerPoint presentations and communicate ideas more effectively.	10:00am–12:00pm
Nov 10	Advanced Credit Boot Camp - Louisiana <i>Presenter: Kathleen Quill, CAE, CBA, NACM Gulf States</i> This course provides an overview of the trade credit function including credit policy, credit applications and laws governing their creation and implementation, role of credit as a part of the sales function, investigating the creditworthiness of a potential customer, identifying the red flags of risk and much, much more!	8:00am–4:30pm

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.

NACM Gulf States At-a-Glance

OCTOBER 2016

Thurs, Oct 6

8:00am – Construction Tools for Construction: Besides the Lien
6:00pm – Financial Statement Analysis 1

Tues, Oct 11

11:30am – HRIS Group Meeting
6:00pm – Credit Law

Thurs, Oct 13

10:00am – Preference/Fraudulent Transfer Defense and Critical Vendor
6:00pm – Financial Statement Analysis 1

Tue, Oct 18

SUPER DAYS

12:30pm –BLMT Group Meeting
12:30pm – CONT Group Meeting
12:30pm – ELEC Group Meeting
6:00pm – Credit Law

Wed, Oct 19

SUPER DAYS

10:00am – International Credit Executives Group Meeting
12:30pm – President's Circle

Thurs, Oct 20–Fri, Oct 21

**National Oilfield Services & Supply Group Meeting
– New Orleans, LA**

Thurs, Oct 20

11:30am – STML Group Meeting
6:00pm – Financial Statement Analysis 1

Fri, Oct 21

9:30am – Management Strategies to Build Your A-Team

Sat, Oct 22–Wed, Oct 26

TRMG Conference – Las Vegas, NV

Tues, Oct 25

6:00pm – Credit Law

Thurs, Oct 27

6:00pm – Financial Statement Analysis 1

Fri, Oct 28

12:00pm – International Finance

NOVEMBER 2016

Tue, Nov 1

6:00pm – Credit Law

Wed, Nov 2

8:30am – Bankruptcy: What Every Credit Manager Should Know

Thurs, Nov 3

10:00am – Fraudulent Transfer
1:00pm – Negotiation
6:00pm – Financial Statement Analysis 1

Tues, Nov 8

11:30am – HEC Group Meeting
11:30am – HRIS Group Meeting
1:00pm – Excel for the Credit Professional
6:00pm – Credit Law

Wed, Nov 9

10:00am – Navigating the NACM Gulf States Credit Reporting Database
and Member Page Resources

Thurs, Nov 10

8:00am – Advanced Credit Boot Camp – Louisiana
6:00pm – Financial Statement Analysis 1

Tues, Nov 15

6:00pm – Credit Law

Wed, Nov 16

SUPER DAYS – DOL Overtime

12:30pm – President's Circle
12:30pm –BLMT Group Meeting
12:30pm – CONT Group Meeting
12:30pm – ELEC Group Meeting
6:00pm – Credit Law

Thurs, Nov 17

11:30am – STML Group Meeting
6:00pm – Financial Statement Analysis 1

Tues, Nov 22

6:00pm – Credit Law

Thurs, Nov 24–Fri, Nov 25

Holiday

Tues, Nov 29

6:00pm – Credit Law