

september **super**days

SUCCESS IN SMALL CLAIMS COURT

NACM Houston: Helping to Protect Your Assets

Do you want to win in small claims court?

One surefire way to protect your assets is to be at September Super Days. We'll be covering a hot topic: "Success in Small Claims Court!" This will be an opportunity for you to hear straight from the judge's mouth how you can recover your money! Judge Russ Ridgway of the Harris County Justice of the Peace, Precinct 5, Place 1 will be here at NACM Houston, to present on September 22nd and 23rd. You'll be able to walk away knowing laws and the required forms to help you recover money in small claims court! So, don't wait until it's your time to appear in court, register today.

Time: 11:30am • Dates: September 22 & 23, 2009

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

Lunch will be Classic Lasagna

*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

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NACM Houston

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P.O. Box 721348
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www.nacmsouthtexas.org

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Business Offices	281-228-6100/6122
Accounting	281-228-6100/6151
Adjustment Bureau	281-228-6100/6122
Industry Credit Groups	281-228-6100/6123
Collections	281-228-6100/6122
Credit Reporting	281-228-6100/6120
Sales	281-228-6100/6151

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Leanne Pease, CCE, NACM Houston

Honorary Member

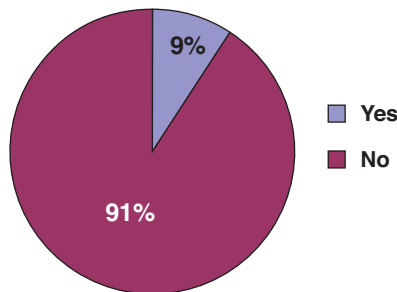
Kongsberg Maritime, Inc.

Startex Power

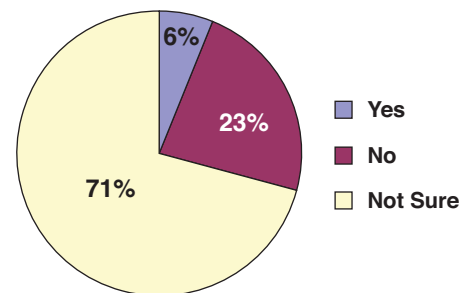
Charles Dunlap	0.2
Jennifer Gibbs	0.2
Charles Hofer	0.2
Dan Dyer	0.2
Ed Baldwin	2.2
Peter Broadbent	0.4

flashpoll

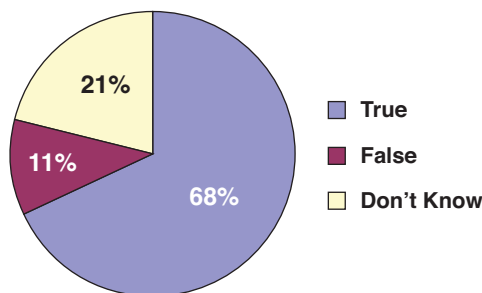
Have you ever used a receivership?



In Texas, will a receivership allow you to get ahead of the IRS to be paid?



A receivership is a remedy used to place a property and/or business under the control of a trustee so that funds may be preserved for the benefit of the affected parties.





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Directory

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Main Fax	281-228-6122
Industry Credit Groups Fax	281-228-6123

Staff Extensions

Accounting	
Vice President of Finance & Administration, Bernard Forde	1450
Administration	
President, Kathleen Quill, CAE, CBA	1400
Vice President, Michele Hamby	1360
Executive Assistant, Rosie Prosser	1405
Education	1200
Industry Credit Groups	
Sr. Groups Manager	1300
Local Groups Manager, LaQ'iana Lewis	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	1480
Interchange Supervisor, Wanda Love	1341
Special Reports, Deidre Henry	1350
Sales & Services	
Manager, Byron McKinney	1465

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

NACM Houston 2009-2010 Standing Committees

Education Committee 2009-2010

Member	Company
Carol Zingelmann, CCE	Baker Hughes
Caroline Skipp, CBA	Tyco Valve & Control LP
John DeShazo, CCE, CICP	Tyco Valve & Control LP
John Stryker, CBF	Citgo Petroleum
Leanne Pease, CCE	Honorary Member
Linda Bost, CCE	Linda Bost, CCE Consulting Services
Monica Pedroso	Action Gypsum Supply
Ronnie Archer, CCE	Dunn Enterprises, Inc.
Wayne Hicks, CCE	MC Tubular Products

Events & Activities Committee 2009-2010

Member	Company
Brenda Keener	Gulf & Basco LP
Carl Williams	Project Lighting Company, Inc.
Carol Zingelmann, CCE	Baker Hughes
Don Jeffers, CBF	Michigan Peat Company
John Herberger, Esq.	JD Herberger & Associates
Karen Bennett, CBA	Smith International, Inc.
Lou Mulligan, CBF	National Oilwell Varco, Inc.
Molly Atlas	Marek Brothers Systems, Inc.
Monisha Bisor, CBA	ACT Pipe & Supply, Inc.
Pre Moss	Schlumberger Technology Corporation
Robin Carrasco	Texas Capital Bank
Rosalind Turner	Royal Baths Manufacturing Co.

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Member	Company
Gary White, CCE	Waste Management
Dave McMillen, CCE	Waukesha Pearce Industries, Inc.
Don Jeffers, CCE	Michigan Peat Co.
Donald Burell, CCE	Schlumberger Technology Corp
James Sczudlo, CCE	Schlumberger Technology Corp
John Herberger, Esq	JD Herberger & Associates
Linda Bost, CCE	Linda Bost, CCE Consulting Services
Linda Sparks	West End Lumber Co., Inc.
Michelle Mayhall, CBA	Rexel Summers Electric Co.
Ronnie Archer, CCE	Dunn Enterprises
Senette Parker	National Oilwell Varco, Inc.
Tom Holder, CCE, CICP	Shell Chemical LP

Membership Committee 2009-2010

Member	Company
Charles Dunlap	Dunlap Consulting
Brandi Stalker	Summit Electric Supply Co.
Bruce McKee	Packaging Service Co., Inc.
David McMillen, CCE	Waukesha Pearce Industries, Inc.
James Criswell	Credit Alternatives
Pamela Woodroof, CCE	BJ Services
Rhonda Wilson, CBA	ACT Pipe & Supply, Inc.
Susan Nash, CBF	TIW Corporation

Douglas Swafford, U.S. Xpress



Douglas (Doug) Swafford has been involved in the credit management profession for 35 years. He likes to say most of his life because his father was an NACM member for 40 years and was a former NACM-National director and vice-president (1976-1977). In fact, Doug attended the NACM Credit Congress for the first time in 1963 in Toronto at the age of 11 with his father.

His experience in credit management began as director of corporate credit at Brock Candy Company in Chattanooga, Tennessee from 1974 to 1995. After that, he spent two years at The Arnold Palmer Golf Company as corporate credit manager, and then was credit manager of the Systems Integration Division of ADC Telecommunications from 1998-2001. Since 2001, he has been credit and collections manager of U.S. Xpress, Inc.

Doug has served on several national committees of NACM including the education and legislative advisory committees. He is past president of the Southeast United Credit Group, the National Manufacturing Confectioners and Snack Foods Group and the National Transportation Credit Group. He has been a member of CRF for six years.

Doug has been elected twice as chairman of his local NACM affiliate, first in 1979 at Chattanooga and again in 1992 in Atlanta. He was named Credit Manager of the Year of NACM-Southeast in 1993 and was a 1994 graduate of the NACM Graduate School of Credit and Financial Management.

Doug is listed in *Who's Who in Business in America*. He has served on the Board of Directors of the Chattanooga History Center for many years and has long been involved in local civic, charitable and political activities. He is also involved in foster parenting and his area antique car club. He and his wife Kim have four children ages 19 to 34. He has two beautiful granddaughters, ages 7 and 11.

"The business of NACM is credit. They understand what my needs are in order for me to do a more effective job for my company. NACM and its affiliates offer educational opportunities and other services which are not offered anywhere else with the same level of expertise.

NACM industry credit groups allow me to meet with my peers in a professional environment to discuss topics of interest. This is very important because credit executives learned long ago that we have to gain a wider perspective of what is happening in business and our respective industries so we can make the best educated decisions for our own companies."

— Douglas Swafford, Credit & Collections Manager, U.S. Xpress Enterprises, Inc.; Chairman, National Transportation Industry Credit Group; Member, Transportation Revenue Management Group

National Transportation Industry Credit Group

The National Transportation Industry Credit Group is comprised of transportation companies in the freight transportation industry, including factoring and 3PL companies. The group meets semi-annually in conjunction with the Transportation Revenue Management Group conference for industry specific education, account discussion and best practice exchange. For more information contact Michele Hamby at 281-228-6160 or mhamby@nacmsouthtexas.org.

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what's coming up???

NACM HOUSTON SEPTEMBER 2009 EDUCATION CALENDAR

DATE	EVENT, PRESENTER	TIME
Sep 1–Nov 17	Credit Law (NACM Houston) <i>Instructor: 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 law affecting cyber crimes. For more information, please contact the NACM Houston Education Department at 281-228-6100:1200.	Tuesdays, 6:00–9:00pm
Sep 8	Online Course Sessions Begin for Accounting, Business Law and Credit Law For more information, please contact the NACM-National Meetings Department at 410-740-5560.	
Sep 9	Puts and Sales of Claims Against Financially Distressed Customers: The Dos and Don'ts (Teleconference) For more information, please contact the NACM-National Meetings Department at 410-740-5560.	2:00–3:00pm
Sep 13	FCIB's International Credit & Risk Management Online Course For more information, please contact FCIB at 410-423-1840.	
Sep 13–17	Intermediate Financial Statement Analysis (NACM-National) <i>Presenter: George Schnupp, CCE</i> Held at NACM-National headquarters in Columbia, Maryland. For more information, please contact the NACM-National Meetings Department at 410-740-5560.	
Sep 14	Slaying the Email Dragon (Teleconference) <i>Presenter: Abby Marks-Beale</i> For more information, please contact the NACM-National Meetings Department at 410-740-5560.	2:00–3:00pm
Sep 17–Nov 19	Financial Statement Analysis I (NACM Houston) <i>Instructor: Ronnie Archer, CCE, Dunn Enterprises, Inc.</i> The goal of this course is to improve the participant's ability to translate financial statement numbers into a meaningful map for business decisions. Participants will be able to approach financial statements with enhanced confidence and understanding of a firm's historical, current and prospective financial condition and performance. For more information, please contact the NACM Houston Education Department at 281-228-6100:1200.	Thursdays, 6:00–9:00pm
Sep 21	Paperwork Deadline for Nationwide Certification (CBA/CBF/CCE) Exams For more information, please contact the NACM Houston Education Department at 410-740-5560.	
Sep 22	State Regulations: Sales Tax & Unclaimed Property (Escheatment) <i>Presenter: Cindy Wesley & Patricia Menefee, Auditors, Texas Comptroller of Public Accounts</i> Held at the NACM Houston Conference Center, this enlightening workshop will focus on the information and knowledge you need to be in compliance with local and state regulations, such as laws governing sales tax and escheatment. For more information, please contact the NACM Houston Education Department at 281-228-6100:1200.	8:30–11:30am
Sep 25	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. For more information, please contact the NACM Houston Education Department at 281-228-6100:1200.	8:30am–4:30pm
Sep 29	Basic Business Grammar & Communication Skills <i>Presenter: Kathleen Quill, CAE, CBA, NACM Houston</i> Held at the NACM Houston Conference Center, this is a great refresher course for anyone who wants to brush up on their grammar and communication skills. This workshop will cover letters and memos, email and phone etiquette as well as the proper usage of commonly misused grammar. For more information, please contact the NACM Houston Education Department at 281-228-6100:1200.	8:30–11:30am
Sep 30	How to Bounce Back From Disappointment (Teleconference) <i>Presenter: Susan Fee, M.Ed., L.P.C.</i> For more information, please contact the NACM-National Meetings Department at 410-740-5560.	2:00–3:00pm

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

To My Dear Friends at NACM,

THANK YOU for your prayers, concern, packages and money you so generously sent to our troops.

Most of the soldiers in the Army Unit who were serving with my son, Sgt. Martin Parker, have returned from their one-year tour of duty in Afghanistan. The others will be coming home by the end of this month. These soldiers are with the 1st Infantry Division from Ft. Hood, Texas—The Big Red 1—a combat unit. They are going through a period of decompression from a war zone and adjusting to life in the States again.

I had the opportunity to visit with several of them this weekend during their four-day leave, and they all asked me to express their sincere thanks and gratitude for what you all did for them while they were deployed. I knew they appreciated the care packages and that it meant a lot to get something from home. It meant all of that and much, much, more than I could ever have imagined. They told me “YOU saved our lives. We were hungry and many times didn’t have enough to eat.” (Sometimes the supply convoys were ambushed and couldn’t get through.)

Mail containing our boxes was dropped in huge nets from helicopters, which didn’t land due to the danger. These boxes were marked “Love From Texas” and contained letters from NACM. The soldiers are from all over the USA, and they have a deep appreciation for the generosity Texans extended to them and said no one else even came close to the boxes that came from us. One time, they had been without food for seven days and were so hungry when the boxes finally were dropped that they ate the Spaghetti O’s with their hands and thought it was the best meal they had ever had! If we had only known they needed more food, we could have doubled our efforts. The boxes had come from NACM, National Oilwell Varco, PESA, John Estes and his church group, and from a Boy Scout Troop too.

They asked me to convey their heart-felt thanks and appreciation to all of you for your generosity and kindness, but I told them it was small compared to their sacrifice—we were honored to do it for them.



We will continue to ask you for donations and will be sending an updated list of needs. We have some names of a few soldiers who are in Iraq and Afghanistan. If you have a relative or friend serving in Iraq or Afghanistan, please provide us his/her name and address. We would also like you to keep in touch with your soldier for a current list of “needs.” This is very important.

So my friends, again, a heart-felt thanks to all of you for everything you did: donations, prayers, packing, mailing, emails, loading my car, going to the post office. You are the greatest!

Sincerely,
Senette Parker
Proud Mom of an American Soldier

national/regional groups calendar 2009

DAY	DATE	GROUP	CITY	HOTEL/LOCATION
Thu	Sep 10	CHEM	Houston	NACM Conference Center
Fri	Sep 18	NOSS	Conroe	Del Lago Resort
Sun-Tue	Oct 18-20	TRMG	Ft Worth	Historic Fort Worth Hilton
Thu	Oct 22	TSWCCG	San Antonio	Hilton del Palacio
Thu	Dec 10	CHEM	Houston	NACM Conference Center

Check out the
“Letters from
the Soldiers” on
the next page.

Letters from the Soldiers

3 Aug, 2009

Hello from Iraq,

We received your care package this week and it was a great surprise. Our Family Readiness Officer had entered the Unit on the Freedom Alliance website and more than 80 packages arrived over the past two months. Other organizations and friends and families have been a big contributor as well. THANK YOU!

To let you know where your package went and who received it, I am providing this small profile on our unit.

We are Marine Fighter Attack Squadron 314 (VMFA-314) based out of beautiful San Diego, CA. We are comprised of about two hundred Officers and Marines that provide the main Close Air Support for troops in combat and securing the peace in Central Iraq. Our aircraft is the F/A-18 Hornet and it is capable of delivering precise munitions on targets or protecting ground forces through a variety of weapons. As you might imagine, the conditions are tough on the aircraft and the Marines, so there is a lot of aviation maintenance and personal care required. We are busy, but things here are much better than in previous years; both outside the airbase and inside as well.

Our forward base has a lot of amenities, but there are always shortages of the most popular items. That's why your care package is so appreciated. We are getting ready to head home in the next couple of months so future packages are appreciated, but not needed. THANKS again.

We arrived here in March and should be able to go home in the fall. We can't wait, but we are very motivated and our morale is extremely high. We are the world famous BLACK KNIGHTS and we are proud to be here representing you as YOUR MARINES. You would be proud as well if you knew how hard the men and women of this squadron work and the level of dedication that they show each day.



So again, I thank you for your support through this package, your letters and thoughts.

Semper Fidelis,
Sergeant Major Tony Sammartino
VMFA-314
Unit 41036
FPO, AP 96426

13 May 2009

To whom it may concern,

First off I would like to thank you for the care package. I really appreciate the time, effort and money that you sacrificed in sending this package. It is a wonderful thing to receive such support from people such as you. I know that the other marines in my unit feel the same as I do. Once again thank you so much.

Sincerely,
Sgt. Randy Novak
United States Marine Corps



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DATE	PROGRAM TOPICS	SPEAKERS
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

september

sunday	monday	tuesday	wednesday	thursday	friday	saturday
		1	2 11:30am - BLMT Group Meeting 6:00pm - Credit Law	3	4	5
6	Labor Day	7	8 6:00pm - Credit Law	9 HEC - Group Meeting	10	11
12		13	14	15 6:00pm - Credit Law (CBF)	16 Chemical Supply Group Meeting - Red Flag Law	17 8:30am - HRIS 11:30am - ADME (Joe's Crab Shack) 6:00pm - Financial Statement Analysis (CBA)
18		19	20	21	22 8:30am - State Regulations Sales Tax and Unclaimed Property (Escheatment) 10:30am - Plum Group 11:30am - BLMT Group Mtng 11:30am - ELEC Group Mtng 11:30am - HAC Group 6:00pm - Credit Law (CBF)	23 11:30am - STLM Group Meeting (Joe's Crab Shack) 6:00pm - Financial Statement Analysis (CBA)
24		25	26	27	28	29 8:30am - Basic Business Grammar & Communications Skills 6:00pm - Credit Law
30						