



All South 2011

Where: Houston, Texas

Dates: October 23–25, 2011

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Professional education is more important today than ever. Plan to attend All South 2011 to keep up on the latest in credit and financial topics like:

- Bankruptcy
- Credit Boot Camp
- Best Practices in Credit
- Applications, Collections, Fraud Detection and Prevention
- Legislation and Regulations That Affect Your Business and Processes
- Decision Making on International Sales
- 60 Pro Collection Tips in 60 Minutes
- Getting the Most for Your \$\$ Out of Credit Reports
- How Social Media is Changing the Face of Your Business
- Your Professional Roadmap Clinic
- The Credit Department: First Line of Defense
- Top 10 Mistakes in Credit Applications
- Getting the Right People in the Right Jobs
- Implementing Solid In-House Collection Strategies
- Networking and more!

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

Group code: **ALSOUTH**

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NACM Houston Staff Member Spotlight

Bernard Forde **Accounting**

Bernard Forde is the Vice President of Administration & Finance and currently works in the Accounting Department. He started with NACM in 2003. Bernard is responsible for all

finance functions and for managing the Accounting Department. He also controls general administration (HR) for the organization. Needless to say, this is a man of many roles! He likes working for NACM because of the ability to help make a difference.



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NACM Houston

10887 Wilcrest
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
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JD Heberger & Associates, PC

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Startex Power

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Chair Emeritus

Gary White, CCE 713-423-1814
Waste Management

Corporate Counsel

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

Manchester Sling Company

MetroBank NA

Rose Electronics

Constellation New Energy

groups calendar 2011

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



CMI for August

The Credit Managers' Index (CMI) for August hasn't been this low in more than a year—falling from July's 53.9 to 52.7—and is now tracking at levels last seen in 2008–2009. “The news this month is not good and comes as no shock to anyone who has been tracking the data coming from all directions,” said Chris Kuehl, PhD, economist for the National Association of Credit Management (NACM). If there is any good news, it is that the combined number has not yet fallen below 50, the threshold separating contraction from expansion. But the index of unfavorable factors fell to contractionary levels. The last time the unfavorable index was this low was in the 2009 period when the recession had just started to show signs of easing. The fact that the data was not worse this month than it was is probably worth noting as most of the other indices released in the last few weeks suggested there might have been an even steeper decline.

Kuehl said the best news in this month's data is found in the favorable index. Here the data barely changed, going from 58.9 to 58.1. This is still much lower than most of the last year, but the precipitous collapse that took place in the companion part of the overall index did not take place here. There was even some improvement in the amount of dollar collections, while declines in the sales category were slight, from 60 to 59.2. “The most interesting aspect of the data is that extension of credit actually improved in the middle of all this gloom and doom. The fact that favorable factors have improved slightly or remained stable provides some hope that conditions will improve in the coming months,” said Kuehl. “There is still demand and business progress, but the crisis in the overall economy has been putting pressure on the finances of many companies.”

The data this month is mixed but with a decidedly downward slope. The CMI remains in expansion territory, but is holding on to that status by a thread. There may be another month of essentially flat growth in store, but after that the economy will begin to tilt in one direction or another. If there is no real improvement in some of the fundamentals, the index will reflect continued deterioration. There is some resilience evident in the index numbers as the favorable categories are holding their own. The sectors that will drag the whole index further under include those that are most dependent on the decisions that companies made when they were expecting some solid economic growth by now. The credit requested made sense at the time, but now there is some serious concern as far as what happens next if the growth rate remains mired in the predicted 1% to 1.5% region.

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

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

Directory

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

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

Staff Extensions

Accounting
Vice President of Finance & Administration,
Bernard Forde 1450

Administration
President, Kathleen Quill, CAE, CBA 1400
Vice President, Michele Hamby 1360
Executive Assistant, Rosie Prosser 1405

Education 1200

Industry Credit Groups
Local Groups Coordinator 1318
National Groups 1300

Membership
Manager, Ellen Neuwirth-Hirsch 1317

Legislative Issues
President, Kathleen Quill, CAE, CBA 1400

NACM Houston Business Credit Services

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

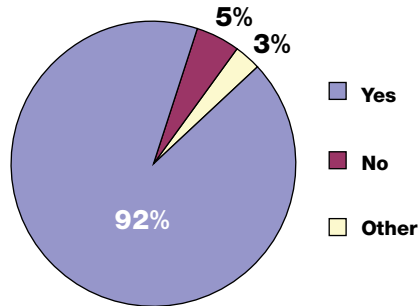
Distressed Business Services
Int'l Government Affairs
Manager, Gerald Clements 1370

Credit Interchange
Manager, Steve Krischke 1480
Interchange Supervisor, Wanda Love 1341
Special Reports, Deidre Henry 1350

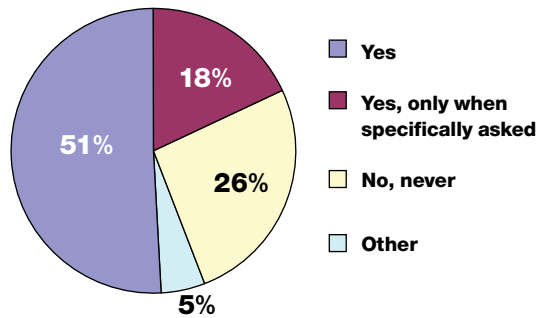
Sales & Services
Manager, Byron McKinney 1465

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.

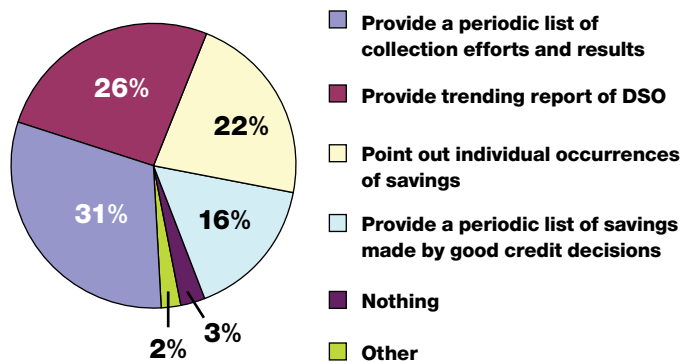
Does your company management view the credit department as a protector of company assets?



Do you currently have a method of measuring your credit department's value?



What do you do to show your company management the value that the credit department brings to their bottom line?



NACM Houston: Growing Toward a Brighter Future

GROWING MANAGEMENT'S UNDERSTANDING OF THE VALUE OF THE CREDIT DEPARTMENT

Have you ever heard a sales rep say the credit department should really be called the "sales prevention" department? Do you sometimes think your company's management thinks that too, especially in times of staff reductions?

You know that your credit decisions directly impact the profitability of your company. Attend this presentation and come away with some tips to help quantify your value.

- What does management really care about?
- What role do you play in what they really care about?
- How do you demonstrate that and present it to your management?

Presenter: Kathleen Quill, CAE, CBA

Time: 11:30am

Dates: September 20 & 21

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

Lunch will be Beef Stroganoff

Super Days Group Meetings

September 21

CONT - 10:30am

BLMT - 12:30pm (approx)

ELEC - 12:30pm (approx)

September 22

INTL - 10:00 am

OFSS - 12:30 pm (approx)

CHEM - 12:30 pm (approx)

**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.*



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Counsel:	Carl Doré, Esq., Doré & Associates Attorneys, PC



Front row: Gary White, CCE, Carolyn Pavlovsky, CCE, Don Giallanza, David McMillen, CCE and John Stryker, CBF
Back row: Michele Hamby, Linda Bost, CCE, Don Burell, CCE, Robert Verhage, CBA, James Clem, CCE, Kathleen Quill, CBA, CAE
Not pictured: Betty Albritton, CBF, John Herberger, Esq., Pam Woodroof, CCE

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Treasurer:	Bernard Forde



Front row: Bernard Forde, Carolyn Pavlovsky, CCE, Don Giallanza, & David McMillen, CCE
Back row: Val Venable, CCE, Kathleen Quill, CBA, CAE and Carol Zingelmann, CCE
Not pictured: Jay Wald, CCE, Don Jeffers, CBF and Chris Myers

what's coming up in 2011?

DATE	EVENT, PRESENTER	TIME
Sep 12	Teaming with Sales (Teleconference) <i>Presenter: Toni Drake, CCE</i> Click here for more information and to register.	2:00 –3:00pm
Sep 13	Bankruptcy in the Oil & Gas Industry <i>Presenter: Carl Doré, Esq., Doré & Associates, Attorneys, P.C.</i> Get the latest information on bankruptcy trends and legal changes. Find out what we've learned from all of the bankruptcies in the last couple of years. What worked? What didn't? Practical information and real-life examples. NACM Houston Conference Center	8:30 am – 11:30 am
Sep 14	Battle of the Forms (Teleconference) <i>Presenter: James Fullerton, Esq., Fullerton & Knowles</i> You have learned the importance of having good contract and credit terms with every customer. In today's world, electronic and facsimile mail is sent back and forth between you and your customer, discussing a sale of goods. What if nothing is ever signed? When do you have an enforceable contract? Will the terms in your quote or the terms in the customer's purchase order control when they are in conflict? How do you win the "Battle of the Forms" in a Uniform Commercial Code sale of goods? Click here for more information and to register.	2:00 –3:00pm
Sep 16	Collections in Construction <i>Presenter: Jason Walker, Esq.</i> For construction suppliers: Learn about your collection rights and legal requirements for collecting what is owed to you. Protect your assets and move up in line to get paid. NACM Houston Conference Center	8:30 am – 11:30 am
Sep 18–22	Financial Statement Analysis 2 (Certificate Session) <i>Presenter: George Schnupp, CCE, Anixter, Inc.</i> This intermediate financial analysis program has been designed for credit analysts and managers seeking comprehensive understanding of what's behind the numbers in financial reports. It is designed to improve the credit professional's ability to analyze and interpret financial statements leading to quality credit risk assessment. The program gives equal weight to the process of financial reporting, the analysis and interpretation of financial statements and the steps required to write a quality credit line recommendation. Click here for more information and to register.	
Sep 19	Customer Visits (Teleconference) <i>Presenter: Norman Taylor, CCE</i> If the best source of information about a customer is the customer itself, then nothing can help credit professionals understand the customer more than a face-to-face visit. Such visits can yield a thorough understanding of the customer and its operations, and, in the process, serve as a gesture of goodwill and improve a visiting company's competitive edge within its customer base. Without proper preparation and execution however, a customer visit can be easily wasted, and the visiting company will only be left with a hefty travel bill in addition to its unpaid invoices. To learn more about how to prepare for a visit, what to look for and inquire about during a visit, and how to use visits to build stronger relationships with your customers, join Norman Taylor, CCE for his NACM-teleconference, "Customer Visits." Taylor will draw on his decades of experience as a credit professional to illuminate how to get the most out of a customer visit and just how valuable they can turn out to be. Click here for more information and to register.	2:00 –3:00pm
Sep 21–24	NACM-CFDD Pacific Northwest Credit Conference Held at The Princeton Club of New York. Click here for more information and to register.	
Sep 21	FCIB New York International Round Table Held at Double Tree Suites of Tukwila, Seattle, WA. Hosted by NACM/CFDD Seattle. Click here for more information and to register.	
Sep 21	Financial Statements (Teleconference) <i>Presenter: Meredith Mostochuk, CBA</i> Click here for more information and to register.	2:00 –3:00pm
Sep 23	Tools of Financial Analysis <i>Presenter: Jim Shreve, FTD Resources</i> This seminar is designed for those who have attended Introduction to Financial Analysis or attendees who need additional training in using the tools of analysis. Participants will learn how to use and interpret the tools of financial analysis: Interpretive Analysis, Financial Ratios, Pro-Forma Statement Analysis and the Analysis of Cash Flow Statements. NACM Houston Conference Center	8:30 am – 4:30 pm
Sep 26	Article 2 Remedies (Teleconference) <i>Presenter: Deborah Thorne, Esq., Barnes & Thornburg</i> Credit professionals are often the first to know that their customer is in trouble. The Uniform Commercial Code, adopted by all states, provides remedies to help sellers of goods when their buyer is unable to pay for goods delivered. This seminar will provide you with practical advice on how to effectively use the remedies provided by the Uniform Commercial Code both before and after a bankruptcy filing. Although the UCC pertains to the sale of goods, we will also discuss how these remedies may be utilized if your company is selling services. Deborah Thorne, a partner in the Chicago office of Barnes & Thornburg will allow plenty of time for attendees to ask questions. Click here for more information and to register.	2:00 –3:00pm
Oct 3	Credit Fraud – New Threats & Emerging Best Practices (Teleconference) <i>Presenter: Gary Bares, Verifraud</i> Click here for more information and to register.	2:00–3:00pm

what's coming up in 2011?

DATE	EVENT, PRESENTER	TIME
Oct 5-7	NACM Western Region Credit Conference Held at Monte Carlo Resort & Casino, Las Vegas, NV. Click here for more information and to register.	
Oct 5	Taking the Risk Out of Selling to Marginal Accounts <i>Presenter: Greg Powelson, NACM-National Mechanic's Lien & Bond Services (MLBS)</i> Construction credit is unique. Learn strategies that will guard against the construction debtor's number-one objection to payment: "I CAN'T PAY YOU UNTIL I GET PAID." This high-energy workshop shows you how to manage the process from construction credit applications and collecting job information through credit administration, collection efforts and maintaining lien rights. Covers preliminary notice, mechanic's liens, foreclosures and bond claims. Held at the NACM Houston Conference Center.	8:30am-12:30pm
Oct 5	The Credit Department's Role and Responsibilities to Assist with Unclaimed Property Compliance (Teleconference) <i>Presenter: Reuters Faculty</i> Click here for more information and to register.	2:00-3:30pm
Oct 6-8	CFDD National Conference, Cincinnati, OH Click here for more information and to register.	
Oct 7	Collection Management <i>Presenter: Jim Shreve, FTD Resources</i> 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. Held at the NACM Houston Conference Center.	8:30am-4:30pm
Oct 9-14	Financial Statement Analysis 1 (Certificate Session) <i>Presenter: James McIntyre, CCE</i> Financial Statement Analysis (FSAI) is a method of interpreting accounting data in an effort to understand the current financial performance of an entity and project its future health. FSAI keeps the evaluation process simple, but requires a working knowledge of basic accounting principles. The emphasis of the course is on analyzing financial statements issued by companies using fundamental ratio analysis techniques and analysis of the statement of cash flows. These evaluations can be used to determine the operating efficiency, profitability and financial risk of a firm. Held at NACM-National headquarters in Columbia, MD. Click here for more information and to register.	
Oct 12	Unlocking Chapter 9 and the Mystery of Municipality Chapter 9 Bankruptcy Cases (Teleconference) <i>Presenter: Bruce Nathan, Esq., Vincent D'Agostino, Esq. and Scott Cargill, Esq.</i> Municipalities have been especially harmed by the recent severe recession and anemic recovery. They have suffered from the double whammy of falling revenues and exploding pension and retiree obligations to public service employees. This teleconference will provide an overview of the causes of the financial distress that municipalities currently face and the availability of Chapter 9 bankruptcy and the relief it provides; how Chapter 9 works, including who is eligible to file a Chapter 9 bankruptcy case, the Bankruptcy Code provisions applicable to a Chapter 9 bankruptcy case, the treatment of trade debt and other claims in Chapter 9 cases; the difference between Chapter 9 and Chapter 11 cases, a municipality's ability to use Chapter 9 to modify its obligations to employees under their collective bargaining agreements; and a municipality's emergence from Chapter 9 through a plan of adjustment or dismissal of the bankruptcy case. Click here for more information and to register.	2:00-3:30pm
Oct 17	Secured Transactions: Getting Started with UCC-1 Filing (Teleconference) <i>Presenter: Greg Powelson</i> Click here for more information and to register.	2:00-3:00pm
Oct 19	Top 10 Things a Credit Manager Can Do To Enhance Collections in Bankruptcy (Teleconference) <i>Presenter: Bruce Ackerly, Esq.</i> Click here for more information and to register.	2:00-3:00pm
Oct 23-25	All South Credit Conference Held at the Hotel Derek Galleria in Houston, TX. Hosted by NACM Houston.	
Oct 24	Section 503(b)(9), Reclamation and Other Seller Remedies (Teleconference) <i>Presenter: Bruce Nathan, Esq., Lowenstein Sandler PC</i> Click here for more information and to register.	2:00-3:30pm

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

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

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

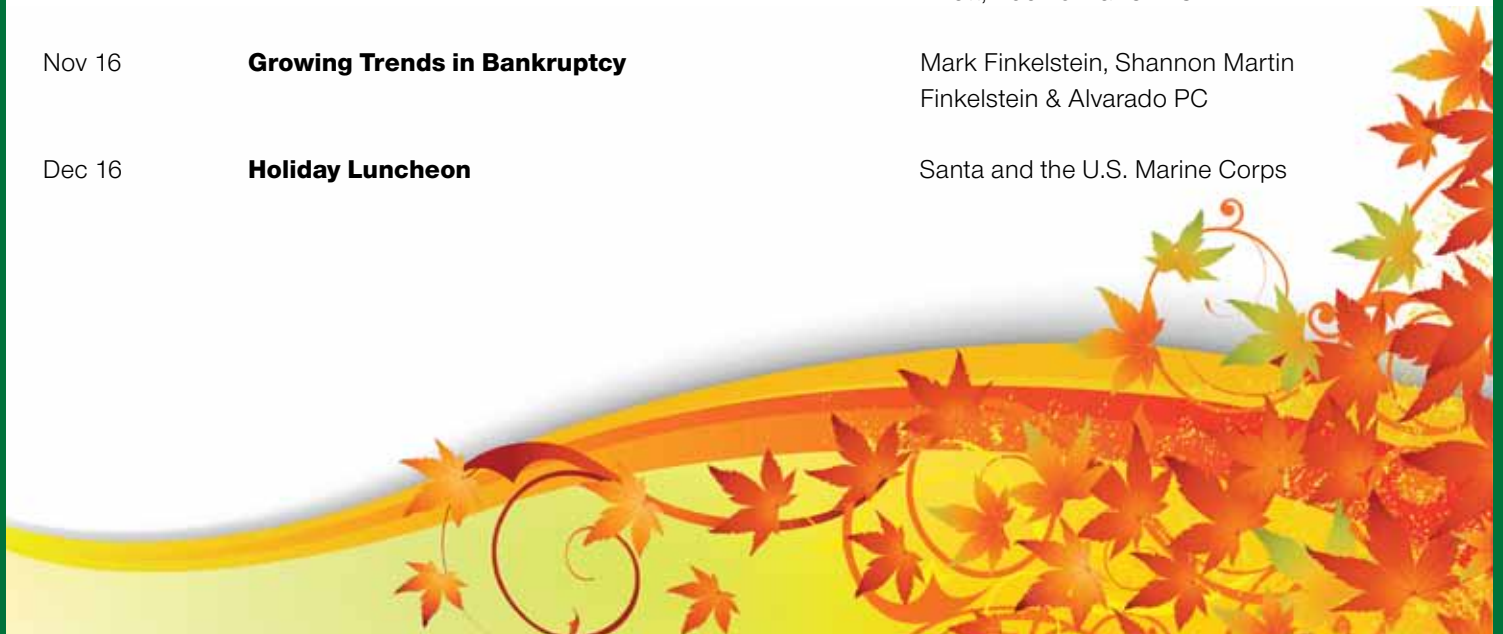
NOTE: This is a tentative schedule. Dates, times and presenters on all scheduled events are subject to change.

Texas State-Wide Construction Credit Group

SAN ANTONIO, TX—JULY 21–22, 2011



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



september

sunday	monday	tuesday	wednesday	thursday	friday	saturday
				1	2	3
4	5	Labor Day Holiday	6 6:00pm - Credit Law	7	8	9
11	12	13 8:30am - Bankruptcy in the Oil & Gas Industry 9:30am - HRIS Group Meeting	14 6:00pm - Credit Law	15 11:30am - ADME Group Meeting 6:00pm - FSAI Class	16 8:30am - Collections in Construction	17
18	19	20 10:30am - CONT Group Mtg 11:30am - BLMT Group Mtg 11:30am - ELEC Group Mtg 4:00pm - BCS Board Meeting	21 10:00am - INTL Group Mtg 10:00am - OFSS Group Mtg 10:00am - CHEM Group Mtg 6:00pm - Credit Law	22 6:00pm - FSAI Class	23 8:30am - Tools of Financial Analysis	24
25	26	27	28 11:30am - HEC Group Meeting 6:00pm - Credit Law	29 11:30am - STLM Group Meeting 6:00pm - FSAI Class	30	