



NACM Southwest

100 years strong.... the journey continues

E-Credit News January 2009

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Welcome New NACM SW Members

Coca Cola Enterprises Inc.
 Dallas Cowboys Merchandising
 Financial Capital Funding Group
 Liberty Bank



NACM Southwest's Workout & Insolvency Services



REMEMBER!

Take the initiative with financially distressed customers – Ask them to meet with creditors to explore win-win options.

Then call us!

If you find yourself serving on a Creditors' Committee – Tell them we can provide all the necessary support services.

Then call us!

Cut your losses, and support NACM Southwest – all at once!

Call Abby Odneal or Park Smith at 972 518-0019

GENERAL MEMBERSHIP/BOARD INSTALLATION

Friday, January 23, 2009

11:30 A.M. - 3:00 P.M. - Las Colinas Country Club

\$59.00 per person

“COMING OUT OF THE RECESSION: IT'S NOT A QUESTION, WE *WILL* COME OUT”

SPEAKER: Chris Kuehl - Armada Corporate Intelligence

Chris is co-founder of his company which was created in 1999 to provide strategy foundation, competitive intelligence, business analysis and economic forecasting for corporate clients.

Make plans to hear Chris talk about forecasts and prognostications about our economy, and of course, meet your 2009 Board of Directors. Call or email Jeff Fulton to register - jeff@nacmsw.com or 972-518-0133.



National Association of Credit Management
STRENGTH IN NUMBERS

Message From Your Chairman



Denise Taylor, CCE

Happy New Year everyone. It is hard to believe we are at the beginning of another year. Many of our companies celebrated record profits in 2008 only to find ourselves bracing for a fall in the economy in 2009. I had hoped for a new “crystal ball” for Christmas, but I didn’t get it.

The truth is there is no magical crystal ball for us to gaze into and predict pending problems. However, we can stay connected with what is happening in the economy through our peers and NACM’s credit exchange groups. We have a unique relationship with other credit professionals within our individual industries and with those in different industries. These relationships give us an advantage when monitoring a customers payment habits and alerts us when a customer is facing potential trouble meeting his obligations. Any edge we can gain in this economy allows us to find solutions that will help ourselves and our customers through the rough times.

Of course, not all situations are the same and there is no guarantee we can prevent all bad debt. But it does make good sense to be plugged in to all the resources available to us.

Wishing you the best in 2009.

Denise Taylor, CCE

Chairman of the Board

NACM Southwest Education

“Get in on it”

GENERAL MEMBERSHIP/INSTALLATION OF OFFICERS & DIRECTORS

Friday, January 23, 2009

11:30 a.m. - 3:00 p.m. - Las Colinas Country Club

\$59.00 per person (buffet lunch included)

Call Jeff Fulton to register - 972-518-0133.

CREDIT ADMINISTRATION PROGRAM COURSE DATES 2009

CAP I - January 10, 24, February 7, 21, 2009

CAP II - March 7, 21, April 4, 18, May 2, 2009

CAP III - May 9, 30, June 6, 20, 27, 2009

To register, go to www.nacmsw.com/education or
call Katie Sartin at 972-518-0019.

SAP ROUND TABLE DISCUSSION

Friday, February 6, 2009

CONSTRUCTION DAY

Friday, March 20, 2009

BONDS & LIENS SEMINAR

Friday, April 24, 2009

MARK YOUR CALENDARS NOW FOR THE 113th NATIONAL CREDIT CONGRESS

IN ORLANDO, FLORIDA

JUNE 14-17, 2009

EXAM DATES & APPLICATION DEADLINES FOR CBA, CBF & CCE DESIGNATION EXAMS

Test Date 2009

Monday, March 9, 2009

Sunday, June 14, 2009

Credit Congress 2009

(at Credit Congress in Orlando) April 20, 2009

Monday, July 27, 2009 June 1, 2009

Monday, November 10, 2009 September 21, 2009

Application Date

January 19, 2009

April 20, 2009

June 1, 2009

September 21, 2009

NACM National Scholarship Foundation

NACM Scholarship Foundation, Inc., operated by NACM National, provides educational opportunities to credit professionals. Many people are unable to take advantage of the educational offerings National provides due to corporate or personal budget constraints. The Foundation strives to alleviate this burden for as many worthy credit professionals as possible so that they may continue their education and, in turn, be a stronger force in the business community.

If you are in need of scholarship dollars to attend nationally organized seminars and events, go to www.nacm.org/education/scholarship for information and applications.

NACM Southwest Education Fund

The NACM Southwest Education Fund is designed for ALL NACM Southwest members who contribute to the fund. It provides a great opportunity to help keep the costs affordable for the educational seminars and events that your association offers.

With your contribution, you and your company, as well as your fellow credit professionals, help provide the opportunity for low cost educational events that help elevate the level of the credit profession and professional.

The next time you receive your invoice, please consider the minimal \$10.00 per year education fund contribution. The beneficiary of the fund may be you and your company!

CERTIFIED CREDIT EXECUTIVE CERTIFIED BUSINESS FELLOW CERTIFIED BUSINESS ASSOCIATES ANNOUNCED

Congratulations to the following persons for successfully completing the requirements for the Certified Credit Executive, Credit Business Fellow and Credit Business Associate designations from NACM National. Their accomplishments attest to their knowledge, credit contributions and drive for higher education.

CERTIFIED CREDIT EXECUTIVE:

Tina Woodford, CCE (PFSWeb, Inc.)

CREDIT BUSINESS FELLOW:

Amy L. Starke, CBF (Thermadyne Industries)

CREDIT BUSINESS ASSOCIATE:

Cindy E. Caviness, CBA (Fidelity Express)
Jamie Fallon Hudgins, CBA (Morrison Supply Co.)
Vivian Newsome, CBA (TXI - Texas Industries)
Robert Nickel, CBA (Texas Instruments, Inc./Semiconductor)
Kimberly Pyeatt, CBA (Morrison Supply Co.)
Lakeisha Ransom, CBA (Cargill Steel)
Marian E. Smith, CBA (Overhead Door Corporation)

All the best to you all in your credit careers!

Experian's Business Profile Reports

The Business profile report is Experian's most robust and comprehensive business credit report. The Business Profile Report presents a current, objective picture of how a business handles its financial obligations. Business profile Report provides actual trade payment experiences, public record information, company, background and comparative data, placing a company's payment performance in context with its industry. The information is reliable, accurate and unbiased, allowing for an objective view of a company's overall financial health.

For more information, please contact us at NACM Southwest - 971-518-0019.

Trade Risk Group Scholarship Contribution Program

In cooperation with NACM Southwest, Trade Risk Group will donate \$500 to the Education Scholarship Fund for each credit insurance policy Trade Risk Group issues as a result of an NACM Southwest member referral. With the increased interest in and use of credit insurance, this is a great way for members to generate education funds which can be used for a member's All South or National Credit Congress registration! For additional information, please contact NACM Southwest at 972-518-0019 or Jay Tenney at 214-496-9905.

Collections Perspective

Managing collections is a tough job in the best of times. In the worst of times – at what we optimistically called the bottom of the business cycle in '08, and whatever it will become this year – it's more like a nightmare. Speed up the cash cycle and cut DSO, cover all conceivable risks, work with key customers but don't give up too much, and most of all, help make Sales! Sounds like what psychologists might call a classic setup for depression – being held responsible for the outcome of our work, with no control over the input variables, most especially the devastating overall economy.

But collection professionals aren't completely powerless in this grim situation we now face. In fact, we see some of our members actually thriving in the midst of so much "gloom and doom." From watching them, and from our own one hundred years of collective memory...we want to offer a process that may help you get a grip on your most important job – protecting your company's accounts receivable assets. There's no better time than the New Year to start.

Step One: Looking Back.

During 2008, what were the most important issues, challenges or threats you personally experienced in your work with each of the following groups? List them in as much detail as possible.

- Customers
- Sales
- Your Boss
- Your Competitors

How did you handle those issues, challenges or threats? What worked well, what didn't work, and what would you do differently now? List by each group.

Step Two: Looking Forward.

During 2009, what are the most important issues, challenges or threats you expect to encounter personally in your work with these same four groups? Think carefully, and list them in as much detail as possible.

Now come up with your own one-sentence statements of how you plan to deal with these issues, challenges or threats. List by each group.

We are sure that 2009 will be filled with unprecedented issues, challenges and threats for every credit and collection professional. Follow this simple process, make your lists, and we are equally sure that you will be able to face whatever happens with greater confidence and control – maybe not control over the economy, or your customers, but a greater degree of control over your own work. If you give that your best effort...you will thrive as a collection professional in the worst, and best, of times.

Contact Park Smith at 972 518-0019 or park@nacmsw.com with questions or comments.

Best Companies to Work for in Texas 2009



NACM Southwest was recently named as one of the Best Companies to Work for in Texas 2009. The awards program was created in 2006 and is a project of TEXAS MONTHLY, the Texas Association of Business (TAB), the Texas State Council of the Society for Human Resource Management (TSC-SHRM) and Best Companies Group.

This statewide survey and awards program was designed to identify, recognize and honor the best places of employment in Texas, benefiting the state's economy, its workforce and businesses. The Best Companies to Work for in Texas 2009 list is made up of 100 companies. NACM Southwest has been named one of the Best Companies to Work for in Texas.

To be considered for participation, companies had to fulfill the following eligibility requirements:

- Have at least 15 employees in Texas;
- Be a for-profit or not-for-profit business or government entity;
- Be a publicly or privately held business;
- Have a facility in the state of Texas; and
- Must be in business a minimum of 1 year.

Companies from across the state entered the two-part process to determine the Best Companies to Work for in Texas. The first part consisted of evaluating each nominated company's workplace policies, practices, and demographics. This part of the process was worth approximately 25% of the total evaluation. The second part consisted of an employee survey to measure the employee experience. This part of the process was worth approximately 75% of the total evaluation. The combined scores determined the top companies and the final ranking. Best Companies Group managed the overall registration and survey process in Texas and also analyzed the data and used their expertise to determine the final rankings.

NACM Southwest will be recognized and honored at the Best Companies to Work for in Texas awards ceremony on Wednesday, January 28, 2009 at the Texas Association of Business 2009 Annual Conference. The final rankings will be announced at the luncheon.

THEODORE ROEPE MEMORIAL SCHOLARSHIP

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College tuition scholarship

The Theodore Roepe Memorial Scholarship was created for graduating high school seniors of NACM Southwest members and staff who have achieved academic excellence while also being involved in high school and community activities. \$1,000 will be awarded, and applications are available by emailing Katie Sartin – Katie@nacmsw.com. The deadline for receipt of completed applications is April 1, 2009. The scholarship will be presented to the recipient at the Summer 2009 General Membership meeting.

ALTON TIPPS MEMORIAL SCHOLARSHIP

ALTON TIPPS MEMORIAL SCHOLARSHIP

Apply for a scholarship to 113th Credit Congress:

Alton Tipps, as many of you know, was a member of NACM Southwest for many years. A scholarship fund was created in his memory, which covers registration fees to the National convention (113th Credit Congress – Orlando, Florida – June 14-17, 2009).

If you are interested in applying for this scholarship, please contact Katie Sartin by email – Katie@nacmsw.com. The deadline for application is February 15, 2009.

CREDIT GROUPS

Now, more than ever, it is *so important* that you, as NACM Southwest Industry Credit Group members, attend your credit group meetings! In the current, distressed economic climate, knowledge and exchange of information is more crucial than ever. What you learn at a single credit group meeting can make a difference to your company's bottom line.

Contribute your accounts receivable information so that your colleagues will share theirs. Together, you can make safer credit decisions!