



September 14, 2005

NACM Gateway

In September of 2003 I accepted a position with AMC Tile Supply in Accounts Receivable. My responsibilities encompass all aspects of A/R including collections and credit management. Although I had experience with A/R issues research I possessed no knowledge or skills concerning collections and/or credit management decisions. In house training was available for basic collections skills but when I would ask "why was this credit decision made?" no one seemed to be able to tell me why they arrived at the decision to grant credit. Through my first year I was basically "winging it" using credit inquiry responses and not much else to make decisions.

I needed more information about credit management decisions and I needed it quickly. The management of AMC Tile Supply made the decision to begin a relationship with NACM to assist with credit information, collections, and training in credit management. What a great experience this relationship has been. From credit investigation to how to make the final credit limit decisions, NACM has been there for me and my company.

I have used their credit investigation service and the Experian reporting system with good results. Most of those who apply for a line of credit with us are too small to be found in D & B but 90% of the time I find the credit information I need in the Experian database.

I have attended several classes beginning the process of training me to make credit decisions based on correct interpretation of the facts. The classes, texts and instructors are just right for the working professional. The information is presented in an easy to understand and remember format. Using professionals in the field of credit management to instruct is a big part of what makes the classes successful.

Our flooring industry group meetings are full of timely and important information. The credit professionals in the flooring group are great at keeping each other informed, especially concerning changes in customer's payment practices. I greatly value the relationship I have formed with the other members of our group.

The one thing I know about NACM is they have always answered any question I have had in the realm of credit. Even when they didn't know the answer they found it for me. Today I cannot imagine trying to do my job without the training, credit information and support I get from NACM.

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