



Missouri NEWS

Auto & Truck Recyclers

Serving the Membership of the Missouri Auto & Truck Recycler Association

February/March 2015

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From the President

By Brent Baumgarten

Wow, my first article as President of MATR is a little tough; I would like to talk about membership and teamwork.

First I would like to thank everyone who attended our 2014 annual meeting, it is always great to see old friends and fellow members, however it seems we see the same dedicated people every year and I don't know why more regular members don't attend. Attending annual meetings strengthens relationships, and we all know things flow so much easier, once we meet face to face.

We had a couple of new members attend this year and I hope you enjoyed the meetings and continue to support MATR. I have been involved with auto recycling since the late 70's and it never ceases to amaze me, that every time I attend a meeting or convention, I learn something, whether big or small, that I can take back home, to help improve my company. I encourage all Missouri auto recyclers to join MATR; the old saying that there is strength in numbers is so true for MATR. We have many smart, young men and women in our industry that are taking auto recyclers to new levels and the more members we have, the more ideas get circulated and we can all help each other grow.

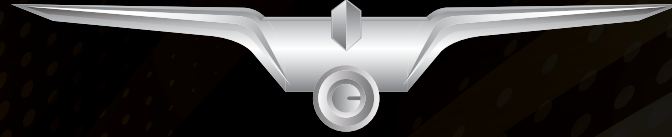
The processes and costs involved in keeping our environment clean and abiding by regulations can possibly be reduced when we work together as a group to comply. Also there are other savings benefits available when we combine our resources and help each other. As we work together on the Storm Water regulations I hope we can make the process less daunting and more affordable for all of the members.

To sum things up I believe in Teamwork and Industry Associations, and I hope we can reach out to some of the fellow recyclers we all know in our counties, and encourage them to join MATR and to bring our membership up.

As we start into 2015, I think we can all benefit by developing better communication and trading partnerships throughout our members, which in turn will make us stronger and more profitable.

Best wishes for a prosperous 2015.

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Missouri Auto & Truck Recyclers News

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Missouri Auto & Truck Recyclers News

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Legislative Report

By *Brian Bernskoetter*

The First Regular Session of the 98th General Assembly convened on January 7, 2015.

The republicans in the House and the Senate enjoy significant majorities and will look to push a pro-business agenda and work to reduce the size of state government.

Other priorities include fixing the states school system to address the unaccredited school districts in Kansas City and St. Louis. In addition, a major bill regarding a number of agriculture measures was vetoed last year because of a provision in it regarding pen raised deer. The General Assembly will likely push through similar legislation dealing with the agriculture incentives early on this session to accommodate for last year's veto.

Ethics reform is also on the agenda for many legislators. Among some of the proposals are: enacting a waiting period before legislators

can become lobbyists, prohibiting legislators from acting as political consultants, and some type of legislator gift limitations.

Continuing the trend from the last few years the revenues to the state continue to increase. Sales tax revenues in December showed a 5% increase over the same 6-month period of 2013. The House and Senate have agreed with the administration to develop a consensus revenue estimate of 3.6 percent increase for the basis of the fiscal year 2016 budget.

One of the more interesting aspects of this legislative session is whether or not the term-limited, democrat Governor Nixon will interact with the very large and cohesive contingent of republican lawmakers in the House and Senate.

This legislative session runs till May 17th.

MATR **Dates of Interest**

May 2015

15 Legislative Session Ends

October 2015

7-10 ARA Annual Meeting
Charlotte, NC

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Rebuilders Automotive Supply Co.

What is the Shelf Life?

By Don Hendricks, Pinnacle Consulting Group

Everyone knows about the "Best when used by" date on the cans or bags of food we eat. We all check the date on the medicine boxes we buy, and we all check the dates on the good stuff on the markdown aisle. Things go bad and spoil, we don't want to buy goods and services that have turned sour, or spoiled.

Do you have spoiled items in your inventory? If you said yes, what are you doing about it? If you said no....Are you sure?

The obvious items are the motors and transmissions that you have stashed. We all know that moisture is the enemy, and we all try to eliminate water in every way possible. We "pickle" the motors and wrap them in plastic, and get the fluid out of the transmissions, and plug every hole with caps. All of us do the best we can to extend the shelf life of our items.

Small items are harder to do, and have different issues. Alternators have rotors that get rusty, and AC compressors get locked up. Calipers have the pistons that get locked and bleeder screws that strip. Brake fluid is the enemy, it absorbs water. Caps and plugs help and bags with desiccant work overtime to keep the water out.

Rubber parts get dry rot, and have their own issues. Plastic parts get brittle and discolor. Steel parts get rusty and need to be repainted.

Common sense right?

What about your items that don't sell? Have they reached their shelf life? Products that are not selling are either priced wrong or do not sell any more. Have you done some market research to see which it is? We used to sell TONS of 7.3 injector harnesses, and we still have some in the warehouse. We don't sell them anymore, they have reached their shelf life.

When was the last time you checked to see if the part you worked so hard to put on the web, actually sold? Is it a seasonal item? Are your snow tires and ice scrapers still listed in June? Some items do not sell well in certain times of the year, some do. Find out what sell well and WHEN. Your top five sellers do change, and if you do not stay on top of what sell well right now, you could be missing out on sales.

Have you added any new product lines in the last 90 days? Is there a new place to sell your items that you haven't added to the places you sell on now? When was the last time you checked on new customers? Have you thought up a new marketing campaign? Have you reached YOUR expiration date?

Super Salespeople..... Fact or Fiction?

By Sandy Blalock

So often when I am around auto recyclers the biggest grievance I hear is how do I hire and keep great salespeople? We all know too well the cost of hiring the wrong person for our sales departments. Everyone has a solution whether it be performance based pay, draws against commission or just plain hourly but how do we really know if one works better than the other? The real truth is not in the program but the hiring of the right person who is motivated to grow and excel. The pay systems are tools to reward our best employees.

Personally I think that we have to have a great system in place that continually motivates the rising stars and keeps them focused on personal as well as business growth. I am not convinced that a great salesperson can be trained to produce the results we need

in our recycling facilities to sustain positive growth. I think we need to focus on the initial hire and find the people with a very real potential to succeed.

The most successful recyclers in our industry have found solutions to the sales issue by maintaining their focus on the genuine heart of the matter.... the salesperson themselves. I have visited many recyclers who have found that "quick to hire and slow to fire" is a slow path to death of sales. Putting more time into the hiring process will save countless hours of frustration. Searching out natural talent and recognizing it when we see it will protect us from the heartache when we realize we made a hiring mistake. Coaching them once you have the right people on board will certainly lead you to the growth you anticipated. Our jobs as employers are to hire the right people for the right job and give them the resources and motivation they need to succeed.

So who are these mythical creatures we refer to as "Super Salespeople"? They are not the "old dawg" who has countless years in the industry so set in their ways with many a tale to tell on how good they have always done it. They are the ones who consider themselves students of the recycling industry regardless of their age or time in the field. They understand the diversity and ever changing markets of not only our industry but also our customers.

Super Salespeople look for ingenious ways to tailor our products to our customers. They listen more than they talk. They learn how to advise their customers and guide them to the right buying decision every time. They know that rapport is essential to any business relationship and continue working to grow that with each of their customers. They are not afraid to handle the difficult calls or those ever so essential follow-up calls. Most importantly Super Salespeople know that each and every call they take or make they are laser focused on closing the sale. They don't waste their precious time quoting, they know that information is readily available online.



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Super Salespeople are independent and self motivated. They seldom need that pep talk from their managers because they are results oriented in almost everything they do. They may or may not be great team players due to their competitive nature so do not hold that against them. As business owners and managers we have to focus on the end result. Really good managers recognize the perseverance of **Super Salespeople** and give them the room they need to grow. We have to relentlessly be open to the demands of these **Super Salespeople** because they will seek excellence in the sales systems of your company to support their efforts. If we are not on our toes to fulfill their needs, they like poorly tended to customers, will move on to greener pastures.

Key to our growth is our sales and service we provide our customers and it starts the minute our phones ring or the customer walks in the door. Let's learn how to put our best on the front lines by finding the right people to avoid wasting our time and money. Not

everyone is a good candidate for **Super Salespeople**. Some may believe that we can train anyone to be a good salesperson but that simply is not true. If we have to teach them how to sell we are most likely wasting our time. It is no longer acceptable to have or hire OK sales people hoping to turn them into good sales people. Focus your energy and money on hiring and training good salespeople on the latest techniques, service and products as that is the key to creating **Super Salespeople**.

The **FACT** is **Super Salespeople** do exist and they are quite prevalent in our industry just ask them because the first thing they know how to sell is themselves. The **FACT** is they are most likely born or nurtured early in life and have a driving need to sell. The **FICTION** is that average salespeople grow into **Super Salespeople**.

Sandy Blalock began her career in auto recycling in 1993 managing the family auto recycling business Capo's Truck and Auto Parts, Albuquerque, NM.

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She served on the NM Automotive Recyclers Association Board for 17 years, four years as President during which time she was actively involved in state legislation to change the licensing for automotive recyclers and legislation mandating non-repairable vehicles being sold only to licensed automotive recyclers in New Mexico. After the family business was sold to LKQ in 2009. She began Blalock Consulting to redirect her focus on helping and giving back to the industry. She focuses her energy on managing the New Mexico Certified Automotive Recyclers Association, Utah Automotive Recyclers and the Automotive Recyclers of Indiana. She enjoys assisting states in building or rebuilding their organizations

Her service to the industry includes serving on the Executive Committee of ARA, President of ARA, Member and President of the ARA Educational Foundation, member ARA Government Affairs Committee, Affiliate Chapters Committee, State Chairperson, Regional Director and Budget Committee. She considers involvement with recycling associations paramount to success in our industry.

Her Motto "We must become the change we wish to create". Working together is a necessity not an option. "Ghandi".

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- The MATR maintains a worldwide web site at www.matronline.com featuring information about the industry for consumers, a membership and associate member on-line roster with direct links to their web sites.
- The MATR produces an annual convention & trade show featuring exhibitors showing off their latest
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New Member

Renewal

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Industry News

CCC Information Services Inc. Acquires the Assets of Actual Systems of America (ASA)

Acquisition allows CCC to deliver a single, comprehensive software solution for repairers, insurers and recyclers

Chicago, IL (PRWEB) December 11, 2014 - CCC Information Services Inc. (CCC) announced today it has acquired the assets of Actual Systems of America (ASA), provider of Pinnacle Professional automotive recycling software. The transaction, which advances CCC's auto parts strategy, will lead to the creation of the CCC Pinnacle Yard Management™ solution, a powerful system for yard management, repair management and parts eCommerce. CCC and ASA announced plans to begin integrating ASA's Pinnacle Professional solution with the

CCC TRUE™ Parts Network in July 2014.

“CCC is focused on bringing technology solutions to market that benefit all segments of the collision repair industry,” said Jim Dickens, Executive Vice President, CCC Information Services.

“CCC is focused on bringing technology solutions to market that benefit all segments of the collision repair industry,” said Jim Dickens, Executive Vice President, CCC Information Services. “This acquisition allows us to move quickly and seamlessly to deliver a single, comprehensive software solution for repairers, insurers and recyclers to proactively manage the recycled parts process. Pinnacle Professional was developed by recyclers, for recyclers and we look forward to welcoming the ASA team to CCC as we continue to deliver on that vision.”

Peter Bishop, Managing Director for ASA said: “The ASA team is excited to join CCC, helping to support and advance the new CCC Pinnacle Yard Management solution. Current users of Pinnacle Professional can expect the combined solution to provide the same functionality they enjoy today, and look forward to future software enhancements that will make yard management even more efficient.”

Terms of the transaction were not disclosed.

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ARA News for Safety Supervisors

From ARA Work Place Safety Newsletter - Volume 6, Winter 2014

Don't forget that New OSHA 300 Log Reporting Requirements (Went) Into Effect on January 1, 2015!

Beginning January 1, 2015, all employers are required to report all work-related fatalities within 8 hours and all in-patient hospitalizations, amputations and losses of an eye within 24 hours of finding out about the incident. If your facility is regulated under an OSHA State Plan however, the new requirements may not go into effect until Jan. 1, 2016.

Also, in its Frequently Asked Questions document on the recordkeeping rule, OSHA clearly states that even if you do not have to keep OSHA 300 form logs because you fall under the fewer than 11 employees exemption provided for under this standard, you still need to report these specific events.

REMEMBER, it is only the specific OSHA 300 log reporting provision from which employers with fewer than 11 employees can claim exemption. Facilities with any number of employees must follow other OSHA safety standards as required through Federal OSHA or an OSHA-approved state program.

OSHA says that employers have three options for reporting these severe incidents. You can call your nearest area OSHA office during normal business hours, call the 24-hour hotline at 1-800-321-OSHA, or report online. For training information on OSHA's 300 Log, go to www.arauniversity.org.

Questions/Comments? Send email to betsy@ara.org.

Use of Headphones Could Pose Safety Hazards (safety takeaway)

How should employers handle the use of headphones in the workplace? According to OSHA, use of headphones and listening to "noise" at a level less than OSHA established legal limits is at managerial discretion unless its use causes a serious safety hazard...which would raise issues with employer compliance regarding OSHA's general duty clause to provide a safe working environment.

Although OSHA sets legal limits on noise exposure in the workplace, it does not have a formal standard for use of headphone type devices. In a 1987 guidance memorandum, however, OSHA discourages the use of headphones in the workplace mainly "because excessive sound output can both drown out environmental sounds workers need to hear and threaten hearing." This memorandum still serves today as guidance to employers. There is no OSHA mandate on the use of headphones in the workplace.

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