



# Missouri NEWS

Auto & Truck Recyclers

Serving the Membership of the Missouri Auto & Truck Recycler Association

April/May 2020

## From the President

By Chris Richardson

### The New Beginning

Covid-19 has caused a time of uncertainty. Life is essentially paused while the world; businesses and all humanity hold their collective breath while we wait. If this goes on for months many yards maybe find it difficult to stay open. And for the yards that make it, will things be the same once this is over? I think not. Now is the time that we should all examine our business practices in order to stay safe, stay in business and stay relevant in this new world.

Salvage yards are essential for the world to survive. Transportation is a must. Vehicles must run in order for the world to carry on, even if the world is carrying on in a limited capacity. As all of us at Rich Industries waited to hear whether we would be deemed essential or not, we decided that we must close our lobby to the public. Protecting the health of our customers and employees was our first priority. And right now, it's working out. We are still open and providing parts to customers who place phone or Internet orders. We take the parts outside and the customer loads them up. There is almost zero contact. Just as you, all of us are working hard to maintain a safe social distance and for now, things are okay. However, if this pandemic lasts over the summer, dragging on for months, what will the ramifications be?

For many of us, a large percentage of our sales come from providing parts due to auto accidents. With more people staying home and less being on the road, the rate of accidents will decrease. We must think of ways to make up for that shortage. Businesses, even essential ones still have expenses to meet. Utilizing technology, online sales maybe the best solution to keep us all going in this trying time. EBay is on the rise and is quickly becoming a BIG source of revenue for salvage yards every-

- From the President*
- The New Beginning . . . . . Cover*
- MATR Board & Membership Listings . 3*
- Let's Talk Recalls . . .*
- Maximizing Bounty for Auto Scrap and Shredder Recyclers . . . . . 4*
- Employees –*
- A Company's Best Asset . . . . . 6*
- Not Delivered as Described. . . . . 8*
- Confused By Sales Tax Nexus? . . . . . 10*
- MATR Membership Application. . . . . 11*

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### Missouri Auto & Truck Recyclers News

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Let's Talk Recalls . . .

## Maximizing Bounty for Auto Scrap and Shredder Recyclers

Goals: Maximize per unit profit through labor efficiency

*By Katie Stark and Paul D'Adamo*

The good news for our Auto Scrap and Shredder customers is that they are not encumbered with "parts inventory" issues. Vehicles arrive at your facility and trigger a very systematic process to minimize labor while maximizing profit on the vehicles journey to the baler or shredder. Our Takata Airbag Recovery Program fits best at the front end of the journey.

The Airbag Program consists of three steps;

1. Identification
2. Removal.
3. Invoicing/Packing/Shipping.

Did you know that our New Mobile YAPP (Yard Airbag App) eliminates all desktop interaction and printing? Yes, the YAPP has reduced our process to taking photos and marking the airbag with the last 6 digits of the VIN. Deployed airbags do not have to be removed, yet you get paid \$15 per picture. The Bounty for Airbags to be removed is \$55 for the Driver side and \$60 for the passenger side.

### Step 1. Identification.

While we have a list of 22 Makes, 144 Models, and 15 years of coverage (2001-2016), vehicles with defective Takata airbags must be identified by VIN. There are several ways we can help with this. First, we have an API which can be integrated into your front-end vehicle intake process. Second, the mobile YAPP has scanning capabilities. And third, we are working with industry providers to possibly integrate our API into existing systems.

### Step 2. Removal.

We understand the need to keep the flow of material moving in a high-volume operation. As seen in the infographic below, a Quarantine/Removal area is established to divert the vehicles with the Takata airbags to an area where they can be handled quickly and efficiently. We estimate that 7-8% of your vehicle flow might have a Takata. An operation handling 100 whole vehicles per day will need a quarantine area with a capacity for 10 vehicles.

### Step 3. Invoicing/Packing/Shipping

The Cart built into the YAPP allows Management and the User to see current quantities and the dollar value at any time. In addition, Users can invoice from within the YAPP to signal RAS to prepare the BOL. RAS supplies all shipping materials; Hazmat label/box, antistatic bag, and zip tie. (Canadians get reimbursed for Hazmat Kit purchases). Freight pick up is arranged and paid for through the RAS Airbag Recovery Program. For high-volume operations, we recommend shipping monthly to create a recurring revenue stream and keep the product moving.

Safety is a top priority within the Auto Recycling Industry. You will be happy to hear that since the inception of the RAS Airbag Recovery Program in 2015, we have not been made aware of a single incident where an airbag has deployed. Since 2015, RAS has processed over 500K Takata airbags. One Standard Operating Procedure is worthy of note: Once a vehicle is identified as having a Takata airbag, the vehicle should be placed in the Quarantine area and the battery removed immediately. Airbags can be removed the following morning.



Vehicle Intake	Removal	Invoicing/Packing/Shipping
<b>Scenario 1 YAPP ONLY</b> YAPP – scan VIN to identify Recalls <ul style="list-style-type: none"> <li>• Mark the vehicle</li> <li>• Send vehicle to Quarantine area</li> </ul>	YAPP to process airbags to be removed and picture the deployed	YAPP to invoice. Build pallet and ship to RAS. No Barcode printouts!
<b>Scenario 2 API Integration with YAPP</b> Takata airbags Alert upon VIN entry into software <ul style="list-style-type: none"> <li>• Mark the Vehicle</li> <li>• Send vehicle to Quarantine area</li> </ul>	YAPP to process airbags to be removed and picture the deployed	YAPP to invoice. Build pallet and ship to RAS. No Barcode printouts!

One thing is for sure; everything keeps changing, and RAS is continually trying to improve the tools we have and introduce new tools when it allows Recyclers to #yankthatbag with the most streamlined process possible.

For more information on airbag recalls, call Paul the Recall Guy at 401-458-9080 or email [pdadamo@coresupply.com](mailto:pdadamo@coresupply.com).

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# Employees – A Company's Best Asset

Focus on Fundamentals

Part 2 of a 5-part series\*

*By Marty Hollingshead*

*In my role with ARA as a mentor, I created some basic instructions for Recyclers that I am mentoring. After looking at this first one, I said to myself, "This is something that is relevant and of use to all recyclers, myself included." I think that we all from time to time need to focus on our fundamentals. It gets very easy to lose sight of this. I also think that simpler is better and less is more.*

While this will show up on any Balance Sheet or Financial Statement as an expense, your company's most valuable asset is your people. They represent your company and proj-

ect an image of who you are and what you do. This image and perception can be either positive or negative.

The employees in your company make up your team. Nobody can win without a good team. Let's talk about the importance of good leadership.

*For any business to be successful, strong leadership is a must.* The best leaders lead by example. They can train, teach, and develop. They also make others around them better. They byproduct of all of this is a good workplace culture.

Here is one example of how important good leadership is. As I am a hockey player, I'm going to give you a recent example. The St. Louis Blues in January, 2019 were the last place team in the NHL. Fast-forward to today; they have now advanced to the Stanley Cup Finals as one of the last 2 teams left in competition for the most difficult trophy to win in all of professional sports. So, what brought about this dramatic change? They made a change in leadership in November of 2018. They had the same players, so it's pretty obvious that this coaching change that was made was the reason for this turnaround.

This is only one example of many that you would find. And this is also the biggest factor that can enhance a company's success. It is also important for a company to find a healthy balance between taking care of their employees well and remaining profitable. Without good employees, you will be limited in your ability to provide good customer service and secure your future. You have to focus on the big picture here.

**Fair compensation: Pay what the job is worth.** This usually means that you are paying enough when the issue of money is not on the table. Fair compensation equals less turnover and better, happier employees. Provide your em-

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employees with the training, resources, tools, and whatever else is needed for them to be successful. All good employees have the same needs. Besides ample compensation, everyone has a need for self-fulfillment and to feel that they are relevant and appreciated.

Any business that has a short-sighted approach and trims cost at their employees' expense will most certainly realize that this was a bad decision. This will also have a bad effect on the company's bottom line. In this day and age, they say that people aren't loyal. I disagree. Ask yourself this, "Why should an employee be loyal and dedicated to a company when the company does not do the same for them?"

So what makes a good employee?

- **Responsibility**
- **Dependability**
- **Dedication**
- **Respect**
- **Sense of teamwork**
- **Pride in what they do and how they do it**

**So how do you build this team?**

Be selective in who you hire. I have a saying: Hire character, not characters. Have your interview process tailored specifically to the job for which you are hiring. Make sure they have the ability and the desire to do that job. Remember, when hiring a new person, you can teach them the job but you can't fix bad character. Also remember that any new employee is only going to be as good as you make them. Proper training is a must. It is also costly, but so is turnover. **So, choose, hire, and train people with the intent that they will be with you for a long time.**

When bringing in a new employee, chemistry with existing employees must also be considered. Also keep in mind that attitudes are contagious. People's attitudes, whether good or bad, have a huge effect on people around them. The best way to build and keep this good team is to manage different personalities. Encourage good attitudes and deal with bad attitudes before they become a big problem.

**To sum up everything I said, the employees of a company are a direct reflection of its leadership.**

Just like in sports, strong, hard-working, dedicated leaders will attract and retain the best people and get the best out of them. Poor leadership will do the opposite. They will only be able to attract poor and under-performing people. Consistency and continuity are crucial to the success of any business. The best companies have the best leaders and the best people.

**Remember, stick to the basics, keep it simple. Focus on proper, consistent execution of your fundamentals.**

*\*Sales Basics 101 is Part 1 of a 5-part series and appeared in the Dec 2019/Jan 2020 issue of MATR News.*

*Marty Hollingshead has been in the business since 1973 and the owner of Northlake Auto Recyclers, Inc., Hammond, Indiana, since 1984.*

*Marty is the current Secretary of ARA, and is a board member of the Indiana Automotive Recyclers Association. Both Marty and Northlake have received numerous awards and recognition for excellence in the industry and the community. You can reach Marty by phone: 219-937-3960, or visit his website: [www.narparts.com](http://www.narparts.com).*

## Not Delivered as Described

*By Theresa Colbert*

What is the #1 reason for part returns in our industry? A lot of us like to think it's that the customer ordered the wrong part. LOL! Even so, in my humble opinion, it's still your responsibility to find out what the customer really needs. Honestly, in a little place that I like to call "the real world," the #1 reason parts are returned is because they're "NOT DELIVERED AS DESCRIBED!" That's crazy to me! We are selling parts on the internet, hopefully with images and prices, and we can't let the customer know the condition of a part before we send it?

We have tools at our disposal that we are not using. Our industry has no consistency between yards, trading groups, or geographic locations. Sometimes, even the same yard has 3 engines with the same interchange, but the listings all have different information. The first one has mileage, a price, and a picture. The second has no picture, just the miles, and \$CALL for the price. The third one has no information at all – all you know is that they have an engine for your car.

When I'm on the road, I get complaints from other recyclers and customers like this:

"You need to make people put prices on Car-Part.com. I skip over the ones with no prices."

"Why don't people put the miles on the car? My shop needs to know! Also, I have CARFAX so I'll know if they lie to me!"

"Can you please make people answer the Live Chat light bulb / bubble? I hate calling and being put on hold!"

Now that Live Chat has been redesigned on Car-Part.com, it's much more prominent to shoppers. Answering your iCPM messages is more important than ever! A lot of people do not want to talk on the phone. So if you answer your messages, you may be the one who makes the sale! The customer already knows you have the part, and hopefully they know the

price. They may just want to know when they can pick it up, or if it has pink polka dots in the paint.

Okay, okay, I am very bossy, but I am not Queen of the World! I can't make anyone do anything! But I can strongly suggest that recyclers have good practices. The ones who do, will sell more parts! Also, I can share with you some tools to make some of these things easier for you and your inventory person.

- **Part Grading Inconsistency Report** – Every recycler on Car-Part Gold has access to a Part Grading Inconsistency Report. This report will help you find inconsistencies between your ARA damage codes and objectionable words in your part descriptions. If you need help accessing this report, give your Car-Part support rep a call.
- **ARA Damage Codes** – The Automotive Recyclers Association has come up with a comprehensive list of damage codes for body parts. These codes describe the location, type, and size of the damage. They also have a formula that uses the model, year, and mileage to calculate the ARA grade for mechanical parts. You can get a copy of these from the Car-Part.com website ([car-part.com/damage.htm](http://car-part.com/damage.htm)) or from the ARA's website ([a-r-a.org/best-practices/industry-standards-and-resources/](http://a-r-a.org/best-practices/industry-standards-and-resources/)). I know that a lot of shops still don't understand these codes, but if recyclers don't get consistent with them, how can we expect the shops to learn them?
- **Objectionable Words and Downgrade Words** – This is probably the #1 thing I see when checking a recycler's Part Grading Inconsistency Report: the part was given a damage code of "000" but the part's description says "scratched" or "parking lot ding," etc. A lot of recyclers think that entering a damage code of "000" will result in an A grade, but if your description con-





tains a word that indicates damage, that part will not display with an A grade on Car-Part.com. But if you enter the correct damage code (for example: 2D1), this could still be an A grade part! Then, any shop would know that in location 2, there is a dent the size of 1 credit card.

- **Grade your parts!** – Some recyclers think that not grading parts will force shops to call them, so they can describe the damage on the phone. In reality, a lot of shops tell me that they skip right over ungraded parts. On Car Part Pro, shops can actually filter them right out of their search results so they don't even see ungraded parts.
- **Be consistent!** – I cannot say this enough. Make sure that your part's physical condition matches what is indicated in your inventory management system, so your customers will know exactly what they are getting when they buy from you! We all know that things happen where a part gets broken or accidentally run into with the loader, but if we make sure that our parts are sent out in the same condition that they are described the majority of the time, it would make everyone a lot happier!

Have a great month! As always, if you have any questions for me, please email me at TheresaC@Car-Part.com or call/text my cell phone at 859-802-2382.

*President... continued from cover*

where. Personally, I believe online sales are a way to really maximize your profits. All of us have parts that have been sitting on our shelves for years. Why not list them on eBay? We should all be listing as much as possible right now. Salvage yards must adapt to stay alive right now. If you haven't been using eBay much up until now, I would suggest learning it and getting comfortable with it. It could be a lifesaver for many

of us. eBay reaches people all over the world. There is an entire generation of people who have grown up using eBay and that is how they shop, even for parts. Most of us have slowed down somewhat. Start listing on eBay and it could make a big difference. What do you have to lose?

My thoughts are with all of you. We are all in this together.

*A chain is no stronger than  
it's weakest link.*

*Sir Leslie Stephen*

## Marty Satz



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## Confused By Sales Tax Nexus?

*By Sandy Blalock*

I think one of the most challenging thing businesses will face soon will be the compliance with the sale tax nexus created by the Wayfair Act. The Wayfair Act was brought about by a lawsuit initiated by the State of South Dakota against Wayfair an online retailer that the state felt sold enough product in South Dakota that was not taxable, and the state was impacted by those non-taxable sales.

On June 21, 2018, The United States Supreme Court ruled 5-4 in South Dakota v. Wayfair that states can mandate that businesses without a physical presence in a state with more than 200 transactions or \$100,000 in-state sales collect and remit sales taxes on transactions in the state. This decision overturned the Court's 1992 decision in Quill v. North Dakota and 1967 decision in National Bellas Hess. Since the decision was handed down by the Court, states and retailers alike have been asking "What's next?"

According to the Court's majority opinion, the South Dakota law did not have an unreasonable burden on retailers because of the following:

- It is not retroactive, meaning South Dakota can't look back and require collection and remittance of sales and use tax on previously purchased items.

- Only merchants who have considerable amount of business are required to collect (according to the South Dakota law in question that means \$100,000 in in-state sales or over 200 orders in the state).
- South Dakota is one of 20 states that have adopted the Streamlined Sales and Use Tax Agreement, which provides certain standardization within the sales and use tax statutes "to reduce administrative and compliance costs" for remote sellers

This is a foreboding and complicated issue brought about by the very nature of the many states who each have chosen their own rules and guidelines on this issue. Essentially every business will need to consult with their accountant on how to register in those states where you may be required to pay state and local sales taxes. There are several electronic systems out there that might be of help to you. I would also recommend that you reach out to your inventory management system provider to see if they are going to provide help on their platforms.

I participated in an online webinar regarding this complicated program and have some resources to pass along but I would certainly highly recommend you seek counsel with a qualified accountant that can help you set up a system to handle tax issues in surrounding states.

I got some of these resources from the webinar I attended this week. This company does provide programs to assist in compliance with various state tax laws. I am not recommending them they just offered nice resources of information.

- <https://www.avalara.com/us/en/learn/guides/state-by-state-guide-economic-nexus-laws.html>
- <https://www.avalara.com/eu/en/index.html>
- <https://www.avalara.com/us/en/products/sales-and-use-tax/streamlined-sales-tax1.html>
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- <https://www.avalara.com/us/en/learn/guides/sales-tax-101/chapter1-the-basics.html>
- [https://www.avalara.com/us/en/learn/nexus/find\\_your\\_nexus.html](https://www.avalara.com/us/en/learn/nexus/find_your_nexus.html)

Hopefully this will answer some of your questions. I have some more resources if you want just to call or email me and I will send those out to you. Remember your accountant knows best!



# MISSOURI AUTO & TRUCK RECYCLER MEMBERSHIP APPLICATION

## Benefits of Membership

- MATR retains legislative services in Jefferson City to monitor proposed new laws, changes in current laws and proposed Rule changes all to protect the business interest of our members.
- MATR publishes a newsletter 6 times a year at no charge with the latest information on business tips, and other subjects ranging from insurance, updates on new products and services and more.
- MATR maintains a web site at [www.matronline.com](http://www.matronline.com) featuring information about the industry for consumers, A part search, newsletter archive, and an on-line membership roster with direct links to member web sites (if available).
- MATR produces an annual convention & trade show featuring exhibitors showing off their latest products and services. This is a great networking opportunity to share and learn from other recyclers. See what works and what doesn't.
- MATR maintains a relationship with the Sterling Group to provide credit card processing at a reduced rate for members.
- MATR maintains an office reachable 24 hours a day, 7 days a week by phone or fax.

Date of Application: \_\_\_\_\_

New Member

Renewal

Company Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Business Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

County: \_\_\_\_\_

Owner/Key Contact Name: \_\_\_\_\_

Owner/Key Contact E-Mail: \_\_\_\_\_

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*Additional Locations are charged \$200.00 annually*

### CHECKS SHOULD BE PAYABLE TO MATR

**Active/Regular Membership:** 1) Applicant must be any individual, corporation, firm, partnership, incorporated or unincorporated association or any other legal or commercial entity with ownership interest in an automobile and truck recycling business operated within the State of Missouri, 2) holds a valid Missouri salvage dealers license, and 3) derives a substantial portion of the income from the dismantling, sale and/or exchange of used automobile and truck parts provided, however, that a person, who does not possess an ownership interest in an automobile and truck recycling business operated within the State of Missouri but who is engaged as the full-time manager of such a business and would otherwise qualify for membership, with the written consent of the owner thereof not be denied membership.

**Associate Membership:** Any entity or person not meeting the eligibility requirements for active membership as herein above provided shall upon the approval of the Membership Committee be eligible to become an Associate Member of the Association.

All Missouri recyclers are encouraged to join MATR and  
make a difference by getting involved.  
Support your state association and reap the benefits!

**Please Return to:**  
P.O. Box 1072  
Jefferson City, Missouri 65102-1072  
(573) 636-2822  
Fax: (573) 636-9749  
[www.matronline.com](http://www.matronline.com)



**Missouri Auto & Truck Recycler News**



RJ McClellan, Inc.  
PO Box 25615  
Woodbury, MN 55125

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Twin Cities, MN  
Permit No. 7911

# Look What's New at Car-Part.com!

## Checkmate 2019 Release 4

100 enhancements in 2019 including enhanced quoting and core processing!  
Automatic notification of interchange and software updates!

## Photomate

Mobile loose parts workflow  
for OE and recycled parts  
Use your mobile phone to add  
CP Interchange to parts in resolution!

## Bidmate

Easy detection of rerun and relisted  
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## Car-Part Interchange+

Version 85.2 Option: Allows recyclers to  
inventory 100 more parts with enhanced or new  
Interchange including Mazda and Mitsubishi!

Sell more parts on Car-Part.com,  
Trading Partners, and eBay

## CrashLink

Redesigned with CPI+, OE Interchange,  
ACES models and parts, color coded  
diagrams, price history, Google search,  
multi-part lookup and optional labor hours

## MyPartsApp

Mobile enhancements for Apple and Android  
Works with new Apple and Android  
App Store requirements

## Trading Partners

Enhancements perform CPI+ searches from  
Checkmate, Powerlink and Pinnacle  
Optional CPI+ application within Trading Partners and  
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