



Missouri NEWS

Auto & Truck Recyclers

Serving the Membership of the Missouri Auto & Truck Recycler Association

October/November 2012

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Yet Another Reason the Four Rules of Engagement Work

The science behind how, and why, the Four Rules work.

The Four Rules of Engagement

1. Everyone is always right.
2. Everyone's greatest desire is to be right.
3. You can't change another person's mind.
4. You can help people shift their perspective.

I was recently asked to write four consecutive articles on my Four Rules of Engagement for an industry newsletter. I created the four rules over fifteen years ago. After fifteen years, countless sales seminars, leadership training sessions, and over one million miles of air travel, I am even more committed to the knowledge that the four rules of engagement are at the heart of all human interaction. They drive relationships, friendships, arguments and sales.

These rules require that we not only understand our own needs, biases, and stories, but that we are in tune with the needs, biases, and stories of those we engage with on a day-to-day basis. This requires a willingness to listen, to let other people speak, and even allow them to discover, rather than just be told. Sounds pretty straightforward, right?

But as is often the case in life, our human tendencies get in the way. I recently read about a study of the brain by Harvard University neuroscientists* that demonstrates why putting something like the Four Rules to work can be difficult, but can also be easy—both for the very same reason. That reason is:

People love to talk about themselves.

Status updates, tweets, twitpics...all of these allow people to not only talk about themselves, but to engage with others while doing so. These types of communication are prolific because they appeal to our very nature. Everyone seeks validation. (Yes, everyone—especially those who say they don't care what other people think about them.)

Yet Another Reason...on page 8

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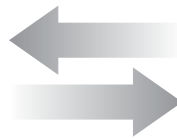
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Missouri Auto & Truck Recyclers News

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Missouri Auto & Truck Recyclers News

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Throughout this issue, trademarked names are used. Rather than place a trademark symbol in every occurrence of a trademarked name, we state we are using the names only in an editorial fashion, and to the benefit of the trademark owner, with no intention of infringement of the trademark. The mention of trade names, commercial products, or techniques does not constitute endorsement or recommendation for use.

From the President

By Brad Schwartz

I recently sent two Liberty inventory/technical personnel to the Car-Part conference in Kentucky. I thought it might prove beneficial to the MATR membership to read about the reaction and experience from one of our staff members who attended this event:

It was a great experience to be a part of the 2012 Car-Part conference; the event was well organized, informative, and fun. We attended several classes, and I even sent my wife to take notes and ask questions in a couple of classes while we attended a tour of Reitman Auto Salvage a few miles away. We spoke with several owners and managers about many subjects including NMVTIS reporting, different strategies for lowering labor costs and raising profits, core charges, etc. The industry today has many more restrictions, laws, guidelines to abide by, which was noted in a session about the NMVITS reporting. Many people feel the system is too vague and should be amended and made more universal. Many people felt the law was enforced randomly, inadequately, or non-existent. There are also alternative sources of sales now being integrated into sales systems. E-bay is now available within our sales software which makes a much larger customer base able to see a part you are selling. Some people also utilize other internet based forums like Craigslist. As with all sales, "the more who see it, the better chance to sell it".

One session was about inventory using Part-mate. Since I inventory the vehicles when they come in, this was a particularly interesting class for me. Learning all the features of the program, all the helpful tools, and being able to see how other people use the program helps me utilize my

time when entering vehicles into our system. As was mentioned over and over, if the parts are not entered into the system correctly, it wastes time to fix the error after the fact. This affects both yard personnel and the end consumer. While many people like the way their own yards operate, all are different to many degrees. My consensus is what works one place does not mean it will work in another. That said all look for ways to improve the bottom line. Whether it's how parts are organized, how scrap is handled, or how you staff the facility, everyone has to adjust or change from time to time to keep up with the industry and be profitable. Another topic of discussion in several places was "looking professional, acting professional". We need to project professionalism in our industry and business, getting away from many stereotypes we have had for many years. Drivers and salespeople are the first people customers encounter, how is there appearance? We had a wonderful time at the conference; the Car-Part staff was great in helping with any question or concern. They even had a room full of staff offering one on one help with any aspect of their programming. With all the sessions and activities we hardly had time to sleep, and I'm still learning from information we received there. I hope I can attend the conference again next year.



MATR Legislative Update

By Brian Bernskoetter

During the last legislative session House bill 1150 was passed and signed into law. This bill contains a number of different provisions as we have relayed in previous newsletters. The Missouri Department of Revenue has subsequently sent us the following information to relay to our membership for a better understanding of how the DOR will work under the new framework enacted by the legislature.

Missouri Department of revenue

2012 Legislation – House Bill 1150 - Important Information for Scrap Metal Operators and Scrap Processors
Scrap Metal Operator Acquiring Motor Vehicles Without Title (301.227, RSMo)

- A scrap metal operator may acquire motor vehicles or parts which are at least ten years old and are inoperable without receiving the title or junking certificate from the owner. Inoperable is defined as a motor vehicle that is in a rusted, wrecked, discarded, worn out, extensively damaged, dismantled, and mechanically inoperative condition and the vehicle's highest and best use is for scrap purposes.
- When inoperable vehicles are acquired with out receiving a title or junking certificate, the scrap metal operator must complete a Bill of Sale for Scrap Metal Operators – Vehicles Ten Years or Older Without Title (Form-5423).
- For vehicles which are less than 20 years old, the scrap metal operator must use the Department of Revenue's online record inquiry system to ensure the vehicle is not subject to any recorded security interest or lien.
 1. If a lien is recorded, the scrap metal processor must ensure the lien has been satisfied

prior to completing Form-5423

2. Scrap metal operators must have an account established and access to the Department's online record inquiry system in order to fulfill their legal requirements prior to submitting this bill of sale. Failure to establish such an account for access may result in disciplinary action of the scrap metal operator's salvage dealer license, if applicable.
3. Information regarding access to the online system can be found at: <http://dor.mo.gov>



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4. The scrap metal operator must obtain a copy of the seller's state identification and submit the copy to the Department of Revenue with the completed Form-5423. The state identification is the seller's driver license, nondriver license, or state issued identification card.
- The scrap processor must obtain the seller's signature on the Form-5423 in the "Seller's Certification" area on the form
- The Form-5423 will be processed in the central office only. The completed Form-5423 with the copy of the seller's state identification should be mailed to:

Motor Vehicle Bureau

P.O. Box 2076

Jefferson City, MO 65105-2076

Scrap Processor Licensing Requirements

- A scrap Processor is a business which through the use of fixed or mobile equipment, flattens, crushes, or otherwise accepts motor vehicles and vehicle parts for processing or transportation to a shredder or scrap metal operator for recycling. This definition only applied to mobile scrap processors previously.
- Licensing requirements for all scrap processors will be the same as they were for "mobile" scrap processors:
 1. License application;
 2. Inspection by Highway Patrol or other authorized law enforcement agency;
 3. Background check;
 4. Pictures of building and premises; and
 5. \$130 license fee.
- Licenses are valid for two years.
- In order to identify and educate the scrap processing industry of the new licensing requirement, scrap processors will not be required to be licensed until July 1, 2013



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The MATR News Needs Your Help!

The Missouri Auto & Truck Recyclers News is a free publication to all the yards and related recycling industry in the state of Missouri. However it is not free to publish and mail. The advertising it contains pays for the publication. The problem is that at this time the advertising presently in the publication is only covering about one-third the costs to produce it and mail it.

R J McClellan, Inc. as the publisher has been covering the cost of the publication but this cannot continue forever. We need additional advertisers to step up in order to keep the publication going.

If you are a supplier to the salvage yards in the state or a yard selling to other yards we ask that you help your state association keep the publication going by placing an advertisement in the Missouri Auto & Truck Recyclers News. If you know of company that you think could be supporting the publication let us know.

Contact R J McClellan, Inc. at 877-525-4589 or send an e-mail to newsletters@rjmc.com. The advertising rates are very affordable with prices starting at \$55 for a black and white business card ad. Other black and white ad sizes start at \$85 for a quarter page ad, \$125 for a half page, and a full page is low as \$220.00 per issue. You can also add color into your ad for an addition charge.

Please help us keep the Missouri Auto & Truck Recyclers News going by calling today and placing an advertisement in the publication.

Thank you,
Ron McClellan
President
R J McClellan, Inc.

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Grossman Iron & Steel

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Yet Another Reason...continued from cover

Here is a quick summary of the science behind this based on five brain imaging and behavioral experiments by Harvard University neuroscientists* that proves that people love to talk about themselves:

- About 40% of everyday speech is devoted to how we feel and think
- When we talk about ourselves, the same area of the brain is activated as when we experience other pleasures, like food, money and sex.
- Self-disclosure is even more compelling to some than money. In one of the studies, volunteers rejected a financial incentive in favor of talking about themselves.

To make the Four Rules work for you, stop talking about yourself and start to ask questions and

listen empathically. Get people to talk about themselves. It will light up their brain in a good way. And take heed: if you are talking about yourself too much and are trying too hard to influence others, you are missing out on one of the best parts of life—making real and sincere, human connections.

To learn more, check out the article in the Wall Street Journal. To learn more about how to make the Four Rules of Engagement enhance your career and your home life, check out these additional resources: Audio and Exercises on the Four Rules on the Caruso Leadership website

**Source: Science Reveals Why We Brag So Much, The Wall Street Journal, (US Edition), May 8, 2012.*

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MATR Annual Meeting

This year's Annual Meeting will begin Friday, November 16 with registration starting at 4:00 pm followed by Reception and Exhibit Tours.

Saturday, November 17th will consist of a MATR Board Meeting, Breakfast and Exhibit Tours, MATR Annual Meeting, Myers, Briggs Personality Test and discus-

sion, Lunch and Exhibit Tours, "Fast and Furious" presentations by Chad Counts; as well as, "Other Family Business" by Chad Counts. The evening will conclude with cocktails and dinner.

Sponsorship, Exhibit, and Registration details/forms can be found on the MATR website. <http://www.matronline.com/convention.html>

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About Our Speaker Chad Counts

MATR is pleased to have Chad Counts as our Annual Meeting speaker. Chad currently is working with Counts Business Consulting as Consultant, Data Analyst, and Technical Support since 2010. He brings a background as a Licensed Marriage & Family Therapist (LMFT) in the state of California to the heavily family-oriented Automotive Recycling Industry. He performs accreditation, individual business consulting, group



owner meetings and trainings in conjunction with his father Robert Counts.

Chad Counts got both his B.A. in Religion (2007) and M.A. in Clinical Psychology (2009) from Pepperdine University. He has been providing presentations and trainings ranging from early childhood development, personality traits, positive behavior support in classrooms, conflict resolution, and sales schools since

2008. From 2008 to 2011, Chad worked at a non-profit clinic, Child Development Institute in West L.A. as a case manager, group leader, & trainer. The clinic specialized in early childhood develop with kids ranging from 0-8 years old, primarily children with autism. Trainings have been provided to undergraduate students, teachers, preschools, parents, business owners & auto recycling employees.

MATR 2012 Annual Meeting

FRIDAY, NOVEMBER 16, 2012

4:00 P.M.—6:00 P.M.	Registration and Check-in	Osage/Gravois Room
6:00 P.M.—8:00 P.M.	Reception & Tour Exhibits	Osage/Gravois Room

SATURDAY, NOVEMBER 17, 2012

7:30 A.M.—8:30 A.M.	MATR Board Meeting	Toadcove Room
7:30 A.M.—9:00 A.M.	Breakfast & Tour Exhibits	Osage/Gravois Room
9:00 A.M.—9:45 A.M.	Annual Membership Meeting	Grand Glaize Room
	Election of Officers and Directors	
	Legislative Update	
	Elections Update	
	Membership Update	
	Association Activities Update	
9:45 A.M.—10:00 A.M.	Break	Grand Glaize Room
10:00 A.M.—11:30 A.M.	“Myers-Briggs Personality Test”	Grand Glaize Room
	Chad Counts	
11:30 A.M. —1:00 P.M.	Lunch & Tour Exhibits	Osage/Gravois Room
1:00 P.M.—2:00 P.M.	“Fast and Furious”	Grand Glaize Room
	Chad Counts	
2:00 P.M.—3:00 P.M.	“Other Family Business”	Grand Glaize Room
	Chad Counts	
6:30 P.M.—7:00 P.M.	Cocktails	Osage/Gravois Room
7:00 P.M.—8:30 P.M.	Dinner	Osage/Gravois Room

SUNDAY, NOVEMBER 18, 2012

11:00 A.M.	Check-out	Hotel Lobby
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ARA's Safety Tip: OSHA's Hazard Communication Plan

Reading this Tip could save Thousands!

Ensuring that your facility has a complete and updated Written Hazard Communication Plan which includes MSDSs and a training program for your employees could save you thousands of dollars in fines!

OSHA requires that chemical manufacturers must identify the potential hazards of each chemical product and how to work safely with that product in a document called a material safety data sheet (MSDS). Manufacturers or suppliers then must ensure that their customers - YOU - are provided a copy



*If your shelves look like this, you may be fined by OSHA!
photo by Sue Schauls*

of the MSDS for each chemical product you use. As part of your written hazard communication plan, you must make these sheets readily accessible during each work shift to employees when they are in their work area(s). Many employers keep their MSDSs together in a large binder/spiral notebook and/or in an electronic format.

In addition to distributing MSDSs to your employees, your plan also must include:

- lists of hazardous chemicals present (remove old chemicals from shelves);
- labeled containers of chemicals in the workplace, as well as containers of chemicals being shipped to other workplaces; and,
- an employee training program addressing hazards of chemicals and protective measures.

So don't delay! Clean off your shelves and read the attached protocol so that you know exactly what your hazard communication plan should include and then visit here for a sample MSDS: <http://www.osha.gov/dsg/hazcom/msds-osa174/msdsform.html>

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Enhanced sustainability – With eco-accreditation and USDA Bio-Preferred status, GrittyFOAM is formulated with renewable resources and only essential ingredients.

Greater cost-effectiveness – The power of foam means less product, less water and less energy must be used to get hands clean.

Early testing has shown a very positive market reception to the product. In trials across various industrial settings, workers preferred GrittyFoam to their current cleaning product, and 85 percent indicated that their hands felt softer or less irritated

after using GrittyFOAM than their current heavy-duty cleaner.

“From the invention of foam soap and foam soap dispensers to now creating the world’s first and only heavy-duty foam hand cleaner with grit, Deb’s track record of innovation in the area of skin care speaks for itself,” said Tom Wirostek, vice president of marketing for Deb USA, Inc. “No one understands this market like we do, and no one works harder to address market demands. Our new GrittyFOAM is further evidence of our commitment to advancing the industry by filling a void and offering a strong value proposition. We believe it will be very well-received by both purchasers and end-users.”

About The Deb Group

Headquartered in the U.K. and with North American headquarters in Charlotte, N.C., Deb Group is the world’s leading away-from-home skin care company. The company provides dedicated skin care programs for a wide range of industries and organizations that value their employee and customer. For more information on the new GrittyFOAM product, visit www.grittyfoam.com



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AutoDataDirect, Inc.

MATR Dates of Interest

October (2012)

- 10-13 NACE Expo.
New Orleans, LA
- 24-27 ARA Annual Convention & Expo
Orlando, FL

November (2012)

- 16-18 2012 MATR Annual Meeting
Camden on the Lake, Lake Ozark, MO

October (2013)

- 17-19 NACE Expo
Las Vegas, NV

November (2013)

- 6-9 ARA Annual Convention & Expo
Phoenix, AZ

Clean Water Act

Did you know that the Clean Water Act of 1972 (CWA) has a provision for citizen suits against industry or the government? Section 505 of the CWA gives citizens the right to file lawsuits to enforce the requirements of the Stormwater General Permit, among other things.

Recently, three environmental groups in Connecticut brought citizen suits against eight auto salvage, scrap metal and recycling businesses throughout the state. The suits alleged that the companies had not registered for CT's NPDES Industrial Stormwater General Permit, lacked Stormwater Pollution Prevention Plans (SWPPP), and/or were not otherwise in compliance with their SWPPP.

In these suits, the environmental groups sought civil penalties up to \$37,500 per day for each violation, plus recovery of litigation costs, as well as declaratory and injunctive relief. The companies are facing fines potentially greater than if they had been subject to an enforcement action by a regulatory agency.

Are you in compliance with your NPDES permits?

Know when to go! Get email alerts BEFORE it's too late to sample

StormWaterSamplingAlert.com is a proprietary weather tracking and email alert service designed to assist industry in complying with the NPDES and State Industrial Stormwater General Permit sampling requirements. The service tracks the weather at your industrial location 24/7, and will alert you by email when a rainstorm meeting your State specific requirements is predicted.

Email Notification

StormWaterSamplingAlert.com will provide email notification based on forecasts of rainstorms which meet the sampling requirements of your storm water discharge permit. Alerts When You Need Them

StormWaterSamplingAlert.com will only send alerts about rain events which have a high probability of meeting your specific criteria (number of dry days prior to event and adequate runoff for sampling purposes.)



Missouri
Auto & Truck Recyclers
Annual Meeting

Make Plans NOW to Attend the 2012 MATR Annual Meeting!

Friday, November 16
Starting at 4:00 pm

Sponsorship, Exhibit, and Registration details/forms can be found on the MATR website.

<http://www.matronline.com/convention.html>



MISSOURI AUTO & TRUCK RECYCLER MEMBERSHIP APPLICATION

Why Should You Join?

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

- The MATR retains the services of legislative counsel in Jefferson City to monitor proposed new laws, changes in current laws and new regulatory proposal and rules changes.
- The MATR publishes a newsletter 6 times a year at no charge with the latest information on business tips on subjects ranging from insurance, to updates on new products and services and more.
- 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
- The MATR maintains an office reachable 24 hours a day, 7 days a week by phone or fax
- All this and more for only \$400.00 a year!

Date of Application: _____ New Member Renewal

Company Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Business Phone: _____ Fax: _____

Owner/Key Contact _____

E-Mail: _____

Active/Regular Membership: Ownership interest in an automobile and truck recycling business operated within the State of Missouri and deriving a substantial portion of income from the sale and 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, shall 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.

Please check one:

- Regular Member \$400.00
- Associate Member \$275.00

Make check payable to:
MATR
P.O. Box 1072
Jefferson City, MO 65102-1072

Additional Locations are charged \$200.00 annually

Signature: _____ Date: _____

Thank you for your support!

MATR Regular MEMBERS

4-Auto Parts, LLC
(816) 256-4479

A1 Auto Recyclers
(573) 442-4343

Al's Auto Salvage & Sales
(314) 382-6112

Al's Foreign Auto Salvage & Sales, Inc.
(314) 382-5404

All Star Auto Salvage
(816) 921-9999

Archway Auto Salvage & Sales, Inc.
(636) 671-1120

Auto Parts Company
(636) 366-4966

B & B Import Auto
(417) 725-5296

B & W Truck Repair, Inc.
(573) 393-2357

Car Tech Advantage, LLC
(417) 862-1641

County Line Auto Parts
(816) 697-3535

Countryside Auto & Truck Parts
(636) 928-6792

Davis Auto Wrecking
(816) 229-3432

Delta Auto Parts & Salvage, Inc.
(573) 379-5438

E & J Auto Salvage
(636) 479-4132

Fierge Auto Sales
(800) 252-9025

Forty Three Auto
(417) 781-7904

Frontier Auto & Truck Parts
(660) 359-3888

Higbee Auto Service
(660) 456-7201

Highway 160 Import Salvage, Inc.
(417) 725-4061

Hillsdale Auto Parts
(877) 385-9950

J.C. Auto & Truck Parts
(573) 735-4800

Jack's Auto Salvage
(636) 947-6005

Johannes Auto Sales, Inc.
(573) 243-3506

Keystone Kansas City
(LKQ Corporation)
(816) 921-8929

Keystone Springfield
(LKQ Corporation)
(417) 582-1995

Keystone St. Louis
(LKQ Corporation)
(314) 298-7766

Late Model Auto Parts
(816) 483-8500

Liberty Auto Salvage, Co.
(314) 531-4141

Mack's Auto Parts, Inc.
(314) 638-5447

Meadows Auto Inc
(417) 491-4934

Midway Auto Parts, Inc.
(816) 242-0100

Modern Imports, Inc.
(314) 638-6040

Mott Auto
(417) 532-3914

Northside Auto Salvage & Sales
(314) 382-8989

Nuelles 4x4 Salvage
(660) 584-7989

O-K Auto Parts, LLC
(314) 652-1144

Perrigo Body Shop
(660) 397-2195

Pick-n-Pull Auto Dismantlers
Kansas City
(816) 231-1618

Pick-n-Pull Auto Dismantlers
St. Louis
(916) 681-3463

Rascal Flats, INC.
(660) 388-6389

Rich Industries
(816) 861-3200

Rogers Wrecking & Salvage
(417) 532-3731

Sapulpa Auto Pool of Kansas City, LLC
(816) 380-5151

Sorrels Auto & Truck Parts
(573) 445-4451

Springfield Iron & Metal
(417) 869-7373

St. James Auto & Truck Parts, LLC
800-264-3294

T & L Auto Sales Salvage, Inc.
(816) 630-7530

Thompson's Auto Sales
(573) 223-7338

Trump Trucks
(660) 727-2387

West 7th St. Salvage
417-623-3255

Yancey Auto Sales & Parts
(573) 565-3508

***Join us and just see
what we can accomplish together!***

BE SURE TO CONSIDER ALL OF OUR DIRECT MEMBERS

FIRST FOR YOUR BUSINESS NEEDS

VISIT OUR WEBSITE FOR FULL CONTACT INFORMATION

www.matronline.com





Missouri Auto & Truck Recycler News

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