



Missouri NEWS

Auto & Truck Recyclers

Serving the Membership of the Missouri Auto & Truck Recycler Association

October/November 2019

From the President

By Eben Shantz

Kill Them With Kindness

This is a rough industry.

I've worked at many places, seen a whole lot of what is out there and this business, by far, can be one of the trestest environments to weather. The customers usually aren't educated, the product can be iffy, and it's not uncommon to hear a string of explicatives that would make your dog faint. As with most of us are "lifers", we generally see it as just situation-normal and we go about our days oblivious to what would drive others completely crazy. When I get an outside opinion about how this business operates, I usually take it with a grain of salt because, "they don't know what we have to put up with!"

I am DEAD WRONG.

Take the big box world. They sell volumes and volumes of product and take returns without question, and all with a smile.

Why?

Because if they don't, that customer jumps so fast over to "other big box store X" that it makes the greeter's head spin.

We are VERY fortunate that our product is unique and not so easy to reproduce (excluding the depo headlights and Reman parts). However, that should have ZERO bearing on the way we treat the customer. Simply because you happen to

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eben@modernimports.com

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marty@midwestici.com

Drew Van Devender (2018)
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Florence, AL 35630
drew@car-part.com

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Randy J. Scherr
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P.O. Box 1072
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(573) 636-2822
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rjscherr@swllc.us.com

*Newsletter content and association
membership inquiries
should be directed to:*
Randy J. Scherr
MATR Executive Director
Email: rjscherr@swllc.us.com

MATR Regular Members


- | | |
|---------------------------------------------------------------|------------------------------------------------------------------------|
| 74 Auto
573-472-2400 | Liberty Auto Salvage
314-531-4141 |
| Al's Auto Salvage & Sales
314-382-6112 | LKQ Corporation
954-492-9092 |
| Archway Auto Salvage & Sales, Inc.
636-671-1120 | Mack's Auto Parts, Inc.
314-638-5422 |
| Auto Parts Company
636-366-4966 | Meadows I-44 Truck & Auto
417-491-4934 |
| B & W Truck Repair, Inc.
573-393-2357 | Midway Auto Parts, Inc.
816-241-0500 |
| Busy Bee Auto Salvage & Sales Inc.
816-331-2156 | Modern Imports, Inc.
314-638-6040 |
| Countryside Auto & Truck Parts
636-928-6792 | Mott Auto
417-532-3914 |
| County Line Auto Parts
816-697-3535 | Pick n Pull Auto Dismantlers
Kansas City
816-231-1618 |
| Davis Auto Wrecking & Sales LLC
816-229-3432 | Pick n Pull Auto Dismantlers
St. Louis
916-681-3463 |
| Delta Auto Parts & Salvage, Inc.
573-379-5438 | Premier Auto Rebuilders & Truck
Salvage
417-532-5555 |
| Fierge Auto Sales
800-252-9025 | Rascal Flats
660-388-6389 |
| Forty Three Auto Recycling
417-781-7904 | Rich Industries
816-861-3200 |
| H & W Auto Parts
417-865-5747 | Rogers Wrecking & Salvage
417-532-7460 |
| Higbee Auto Service
660-456-7201 | Sorrels Auto & Truck Parts
573-445-4451 |
| Highway 160 Import Salvage, Inc.
417-725-2643 | St. James Auto & Truck Parts, LLC
800-264-3294 |
| Hillsdale Auto Parts
314-385-9950 | Trump Trucks
877-238-7409 |
| J.C. Auto & Truck Parts
573-735-4800 | Vander Haag's, Inc.
712-262-7000 |
| Jack's Auto Salvage
636-947-6005 | Yancey Auto Sales & Parts
573-565-3508 |
| Johannes Auto Sales, Inc.
573-243-3506 | |
| Late Model Auto Parts
816-483-8500 | |

MATR Associate Members

- | | |
|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| Alter Metal Recycling
Council Bluffs, IA
712-328-2601 | Junk Car Medics
Rochester NY
888-449-1151 |
| Car-Part.com
Fort Wright, KY
859-344-1925 | Marty Satz,
Midwest Insurance Consultants LLC
St. Louis, MO
800-449-1151 |
| Grossman Iron & Steel
St. Louis, MO
314-231-9423 | Springfield Iron & Metal
Springfield, MO
417-869-7272 |



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Missouri Automobile and Truck Recyclers Association

Missouri Auto & Truck Recyclers News

Publisher

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Missouri Auto & Truck Recyclers News

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Let's Talk Recalls . . .

Labor on Steroids

Airbag Removal Causes Revenue Shortage in Auto Recycling

By Katie Stark and Paul D'Adamo

Throughout Paul's amazing 29 years in the automotive recycling industry, he has never seen issues concerning labor become as prominent as today. During our travels, we are constantly hearing the same mantra "It's hard to attract and retain good employees." This shortage of labor not only affects larger recyclers, but also the Mom & Pop operations.

An article, published in the Harvard Business Review in 2012 and written by David Williams and Mary Michelle Scott provides five ways to retain employees forever. These five strategies are paraphrased below:

1. **Responsibility** – Employees thrive in environments where they are given responsibility, and we would add, accountability. Hire from within for positions and offer generous promotions at appropriate times.
2. **Respect** – Employees may forget what you said but they won't forget how you made them feel. If you are an Owner who speaks and acts disrespectfully to employees, you are only causing a greater rift in your workforce. Disrespected employees will soon search for another position at a company where their voice and work are respected and valued.

3. **Revenue-sharing or Incentive Pay** – Sharing revenue and having incentives based on performance can inspire employees to be competitive and work harder within the company. Who has ever refused extra pay?
4. **Reward** – Rewarding employees can be done in a variety of ways. Cookouts, lunches, logo clothing, trade shows, and recognition for performance or certifications are just the tip of the iceberg. You never know what emotional needs each employee has but if you are generous with monetary rewards, the company will benefit.
5. **Relaxation Time** – Though there are some employees who will abuse any time off program, it is a misconception that employees taking time off will cause business owners to lose control. Employees earn their benefits and owners lose respect when questioning loyalty and begrudgingly responding to time off requests.

In addition, Paul offers his own four additional strategies to foster a positive culture at your business.

1. **Gratitude** – Though respect is crucial in any workplace or team,

Owners/Managers must also show gratitude when their employees exhibit exemplary behavior. A simple hand shake or smile can communicate gratitude in even the smallest of instances.

2. **Work Assignments** – We must all take responsibility for assigning employees multiple tasks, not giving enough time for the jobs to be fully completed, and then complaining because "No one ever does anything right around here." Complaining that a difficult task is not completed in a rushed manner is just going to discourage employees.
3. **Culture of Change** – Foster an environment where complacency and static thinking is minimized, ie "we have always done it this way". Inspire employees to be innovative and attract like minded people who wish to improve the business. It's the Law of Attraction at its best!
4. **Actions Speak Louder Than Words.** Period, "Nuff Said."

It has been 6 years since Paul sold Bill's Auto Parts to Pick-n-Pull but his team still gathers twice a year for the annual Spring Cook Out, as well as a Christmas Party. Though most of the team is younger than Paul, his wife Lynn, and



Manager Jim, the culture of respect, gratitude, change, and trust has only gotten better and evolved with time both in and out of the work environment!

How Can Ras Help With The Labor Shortage For Airbag Removal? Labor on Steroids

RAS has built a squad of Independent Suppliers for the RAS Airbag Recovery Program. They currently supply the labor at Auto Recycling Facilities across the US and Canada. They are not employees of RAS but utilize our Mobile App to remove and process airbags from your business. It is Labor on STEROIDS. No Training. No Supervision. No Payroll. They are Quick! They are Eager! They work on a margin worked out between you and them.

Call Paul the Recall Guy at 401-458-9080 or email pdadamo@coresupply.com for more information.

President... continued from cover

be only 1 of a handful of few places they could go for a part, there is no reason we should puff out our chest and bang on it like Tarzan when we know we have them over a barrel. After all, in the end they are feeding our families!

Just remember, there may be a day when that customer can go down to "big box store Y (now with auto parts!)" and get the same thing you have, probably cheaper and faster. On that day you'll be happy they worked with you before AND they came back to your store, instead!

Be easy to work with. Be kind. Be understanding that nothing is perfect and everything matters. Care.

Kill them with kindness!

Funny how everything I just said above pretty much applies to everything in life, not just selling used auto parts.

It's really nice when I'm working with a customer or vendor to resolve a problem and you can feel from across the phone that both of you are committed to finding a way forward. We are all in this together.

By the time you get this, it will likely be the ATRI/MATR joint convention on October 25-26th in Alton, IL.

If by chance this arrives before then please block off your calendars and go, you won't regret it!

So much to learn, so little time.

-Eben Shantz
eben@modernimports.com

MATR Dates of Interest

2019

October

10-12 ARA Convention & Expo
Charlotte, NC
www.araexpo.org

25-26 MATR & ATRI Joint Annual Meeting & Convention
Best Western Premier
Alton, IL

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SOARING TO NEW HEIGHTS

2019 MO/IL Convention & Trade Show

Best Western Premier, Alton, IL • October 25-26
Bringing together the Missouri Auto & Truck Recyclers and Auto & Truck Recyclers of Illinois

SCHEDULE OF EVENTS:

Friday October 25

- 3:00 pm **Tour at Grossman Iron & Steel**
5 N Market St. Louis, MO 63102
- 4:00 pm **Registration Open**, Best Western Premier
- 5:00pm-10:00pm **Trade Show Opens -**
Cocktail/Silent/Live Auction/Reception
Exhibitor Appreciation Night!

Saturday Oct 26

- 8:00 am **Breakfast with Exhibitors**
Trade Show Opens
- 11:15am-12:15pm **Crashlink & Car-Part Interchange Plus Options**
for all Management Systems by Car-part.com
- 12:30 pm **Lunch** in Hotel Atrium
- 1:30pm-2:30pm **Business Options for Small Operators**
by George Metos
- Break**
- 2:45pm-3:45 pm **Increase Profitability Through eBay Sales**
by Hollander
- 2:45pm-3:45pm **Maximize Your Scrap and Core Values**
by Legends Smelting
- 3:45pm-4:45pm **Bounty Hunter 2019 - Defective Takata**
Airbag Recovery Self Service -
Operations and Marketing Update
by Paul D'Adamo RAS Cores
- 4:45pm **IL Green Car Awards** by VET Environment
- 4:45pm **MATR Board/Membership Meeting**
- 5:30pm **Pig Roast at Red's Auto Parts**
with live music by Rogers & Nienhaus &
Hayrides through the yard!

Trade Show and all meetings at the Best Western Premier.
The hotel will shuttle to and from Red's Auto Parts
which is less than 2 miles from the hotel.

JOIN WITH OTHER
AUTOMOTIVE RECYCLERS
FOR EDUCATION,
INDUSTRY INFORMATION
NETWORKING AND FUN!

Hosted by
Missouri Automotive & Truck Recyclers
and
Auto & Truck Recyclers of Illinois



HOTEL INFO

Best Western Premier - Alton

3559 College Avenue • Alton, IL 62002
618.462.1220

Special room rate if you mention
Auto Recyclers.

Includes a full hot buffet breakfast on
Sunday (Breakfast is included with the
exhibitors Saturday morning), free parking.

CUT OFF DATE IS 9/25/19

All subject to change



NOW

& 26, 2019 Truck Recyclers of Illinois

SEMINARS & EVENTS INCLUDE:

- Tour **Grossman Iron & Steel** (Friday Afternoon)
- Exclusive **Trade Show Hours**
- **Exhibitor Appreciation Night**
- **Educational & Motivating Speakers**
 - Car-Parts.com
 - George Metos
 - Hollander
 - Legends Smelting
 - Paul D'Adamo
- **Yard Tours** at Red's Auto Parts and around the St. Louis area
- **Pig Roast & Live Music** at Red's Auto Parts (Saturday Evening)

HELP WITH LIVE AUCTION

Please consider donating a service or item for the Friday night Live auction. This item can be a product or service from your company, or any item that you think would get the bidding going in our live auction.
Your donation and support much appreciated!

CONTACT INFORMATION:

Michelle Lechner
 877/880-2874 fax: 877/747-7597
 Email: ILLautorecyclers@aol.com

ATTENDEE REGISTRATION

Registration fee is \$99 per person or \$79 per person if three or more and \$69 per person if five or more register from the same facility.

Fee includes all meals, seminars!

Best Western Premier - Alton
3559 College Avenue • Alton, IL 62002

Company Name _____

Contact Name: _____

Address: _____

City/State/Zip: _____

Ph: _____ Fax: _____

Email: _____

Website: _____

Names for Badges

Names for Badges

_____	_____
_____	_____
_____	_____
_____	_____

Select ONE pricing level based on # of Attendees

No. of attendees: _____ @ (1/2) \$99/person = \$ _____

or _____ @ (3-4) \$79/person = \$ _____

or _____ @ (5+) \$69/person = \$ _____

TOTAL \$

So we can better plan our meal requirements, please indicate which meals you will be attending and number of meals required. Thank you!

Friday	How Many?	Saturday	How Many?
Grossman Tour	_____	Breakfast	_____
Reception/Auction	_____	Lunch	_____
		Pig Roast	_____

PAYMENT INFORMATION

Enclosed Check payable to: Auto & Truck Recyclers of Illinois
 PO Box 9424 • Springfield, IL 62704

Credit Card Payment Fax to: 877-747-7597

Name on card _____

Address: (if different than above) _____

City/State/Zip: _____

Card # _____

Exp. date _____ Credit Card Zip Code: _____

EXHIBITOR REGISTRATION

Set up: Friday, October 25 12pm - 4pm
 Tear down Saturday after 11am
 Show Hours: Friday, 5pm - 10pm • Saturday, 8am - 11am
Best Western Premier - Alton
3559 College Avenue • Alton, IL 62002

Company Name _____

Names for Badge(s): _____

Address: _____

City/State/Zip: _____

Ph: _____

Email: _____

Website: _____

EXHIBITOR SPACE *Make selections below.*

*Electricity, Internet, & Meals included with registration for up to 4 people.
 Exhibit tables are assigned as they are received on a first come, first serve basis.*

8' Shirted Table & 2 Chairs \$850 \$ _____

Extra Table & 2 Chairs
 How many addl. tables _____ \$300 \$ _____

Extra people _____ \$45/person \$ _____

Please check here for: Electricity Internet
 Attending: Grossman Iron & Steel Tour Exhibitor Appreciation Night
 Saturday Breakfast Saturday Lunch
 Saturday Pig Roast at Red's Auto Parts

Meals included for how many? _____

SPONSORSHIPS AVAILABLE - Thank you for your support!

All sponsors will be acknowledged throughout the event!!!

Event Sponsorships .. \$500 / \$1000 / \$2000 \$ _____

Friday Night Bar \$1200 \$ _____

Friday Exhibitor Appreciation Night. . . . \$1500 \$ _____

Session Sponsor (Multiple) \$500 \$ _____

Saturday Break Sponsor \$300 \$ _____

Saturday Breakfast Sponsor. \$1500 \$ _____

Saturday Lunch Sponsor. \$1500 \$ _____

Saturday Morning 5 Minute **NEW**
 "Commercial" \$100 \$ _____

Total enclosed \$ _____

PAYMENT INFORMATION

Enclosed Check payable to: Auto & Truck Recyclers of Illinois
 PO Box 9424 • Springfield, IL 62704

Credit Card Payment Fax to: 877-747-7597

Name on card _____

Card # _____

Exp. date _____ Credit Card Zip Code: _____

EXCLUSIVE TRADE SHOW HOURS

Trade Show and Education Sessions will be held at the Best Western Premier, Alton, IL.

Exhibitor Exclusive Time:

This is a great opportunity to share your products with our industry members

- **Exhibitor Appreciation Night** on Friday where you can enjoy one on one time with our attendees while having Hors d'oeuvres and cocktails. Silent and live auction items will be placed at each exhibitor's table for the attendees review.
- Saturday morning, more time with conference attendees during breakfast. Exhibitors may elect to present a **5-Minute "Commercial"** about their products and company. (See sponsorship form.)

HELP WITH LIVE AUCTION

Please consider donating a service or item for the Friday night Live auction. This item can be a product or service from your company, or any item that you think would get the bidding going in our live auction.

Your donation and support are much appreciated!

CONTACT INFORMATION:

Michelle Lechner
 877/880-2874 fax: 877/747-7597
 Email: ILLautorecyclers@aol.com





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 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: _____

Please check one: Regular Member \$400.00 Associate Member \$275.00

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

The 4 P's of Converter Recycling Profitability

By Becky Berube

At our company, United Catalyst Corporation, we have a mantra, it is Getting the Most from Your Converters with A Process You Can Trust. For those of us that work at United Catalyst and for the recyclers we serve, it is as simple as four P's; a Process you can trust; a Program you can trust; a Partner you can trust; and the Power of education.

A Process You Can Trust

How much money do you want from your converters? Your answer should be, all of it. Did you know there is only one way to get all the value from a converter and that is by destroying it: de-can, mill, sample, assay, smelt, and extract or refine the platinum, palladium, and rhodium out of the catalyst. The way to get all the value from the con-

verter is to sell it on this Process called assay-based selling. An assay is a test result from a sample that, if done correctly, yields the highest result.

A Program You Can Trust

An assay-based selling Program benefits you the recycler if: One, the results of the test are true and accurate of the converters you sent in; Two, if the recycling costs are reasonable and customary; Three, if the metals are sold at a fair market price. When you sell converters based on this Process and a fair Program you are getting the true value out of each scrap catalytic converter regardless of wear and tear on the unit or grading category. In this Program it doesn't matter what car the converter came from or how many miles the vehicle had; what-

ever precious metal contained in that converter will be recovered and paid on.

A Partner You Can Trust

In an industry that has historically been rife with smoke and mirrors, as recyclers looking to get the most from your converters, you need a Process you can trust, a Program you can trust, and a Partner you can trust.

Trust/trust/noun 1. firm belief in the reliability, truth, ability, or strength of someone or something.

You see you can do everything right. You can sell on assay instead of selling by the piece. You can have great terms and pricing. But if you do not have a reputable partner that you can trust, you could still be losing. President Ronald Reagan on multiple occasions used the Russian proverb, Trust but verify, in the context of nuclear disarmament. The same holds true in our part of the recycling industry.

Selling scrap catalytic converters has always been a risky business. Taking a price on something where the value is unknown screams "seller beware." Selling on assay or recovery helps to eliminate that problem because there is a test result that can be considered the basis for the sale. However, even with this method, several things can still go wrong for the recycler: settling on an inaccurate or manipulated sample and/or assay result;

Marty Satz



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email: marty@midwestici.com | www.midwestici.com



ASSOCIATION NEWS

October/November 2019

losing weight during processing and refining; having too much trash and/or moisture; paying exorbitant recycling costs; and selling metal that is too heavily discounted. For all these reasons, the importance of working with a Partner you can trust cannot be overstated. The bottom line is you need to be paid on a sample and assay that are official, accurate, and verifiable.

The Power of Education

At United Catalyst Corporation we believe that an educated recycler is our best customer. In fact, we give recyclers an education in auto catalyst processing and precious metals refining. We take a complex process and try to make it understandable and easy to use. We know that once a recycler learns about their converters and their yard profile, they will increase their profits, and no one will ever be able to take advantage of them again.

To learn more about selling converters on assay or to read other articles in this series, please email me at Berube@unit-edcatalystcorporation.com or call us at 864-590-1705.



GET THE MOST FROM YOUR CONVERTERS
WITH A PROCESS YOU CAN TRUST.

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AFTERMARKET AUTO PARTS

Missouri Auto & Truck Recycler News

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Change Service Requested

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Permit No. 7911

*Want to sell more parts on Car-Part.com?
It's easy, just add images!*

Have you seen Checkmate lately?

In 16 years since Car-Part has owned Checkmate, we have developed a fully integrated recycler management system that solves all of your needs for one low cost.

Our suites include:

- **Advanced Bidmate** - Smart vehicle buying with integrated Car-Part.com website stats so you buy fast moving parts
- **Partmate** - Inventory parts and images with one click
- **Checkmate** - Inventory Management System redesigned from the ground up to be optimized for Car-Part.com, Images, eBay, eCommerce, and multi-part sales
- **Production Order Tracking** - Fully customizable tracking of parts from sales to delivery with barcodes and Management screens
- **eBay module** - Allows you to easily list surplus and slow moving parts on eBay for extra sales
- **Car-Part Interchange Plus** - Checkmate Part Listings display first on Car-Part.com for all Car-Part Interchange Plus parts. One click shows OE pricing and interchange from within Checkmate, Bidmate and Partmate.
- **SmartVIN** - Decodes VINs to interchange numbers to simplify buying and inventory
- **Car-Part Exchange** - 4400 fully integrated recycled and aftermarket exchange yards available within Checkmate
- **Free Recycler Roundtable groups** - Work with recyclers and Car-Part facilitators to optimize your operations
- **Car-Part Gold** - The industry's leading Internet and mobile sales platform
- **Recycler Mobile App** - Your business, parts, and logo



Ask which bundle is right for you!
859-344-1925