

Texas Automotive Recycling REPORT

January/February 2017

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The Texas Automotive Recycling Report

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President's Message

By James Cooley Jr.

Seasons Greeting to everyone!

I hope everyone has a very Happy Holiday and a Happy New Year. As always, I think we are all looking forward to 2017.

With that being said, there are a few things we need to be aware of. Cheryl, C J and Bruce have been working diligently with the new laws being proposed. We have always been able to sell frames from vehicles. DMV doesn't want us selling frames or cabs. With that being said, how many of us really sell complete frames or cabs? Usually we sell sections or frame horns and cabs we sell the sides. When is the last time or how many have you sold in the last year? Our businesses are geared to body shops and the labor is extensive and the truck totals. My opinion and please chime in if you differ, I just don't think it's that big of a deal. We also again have the tire issue. However, this time it's not about selling tires, it's about storing tires. Legislation wants to pass a bill that all tires must be stored under a shed to prevent water in tires which could lead to the Zeka Virus. So enough of that.

We had an awesome TARA Convention at Kemah, with great attendance and lots of vendors. I think everyone had

a good time. However, we have found out that ARA and URG both are holding their conventions in Texas in 2017. Cheryl has met with vendors and they say 3 conventions in 1 year is too much for them even though they all in Texas, GO FIGURE!! So the board had decided we will partner with ARA for their convention. Even if you are not a member of ARA you will still be able to register under TARA's affiliate chapter registration. We have done this before about 5 years ago and it seemed to work ok. Also, with URG, they will let us have our raffle so we can raise money for TARA. This is not the perfect situation we would like to be in but both parties are working with us and have both said 2018 conventions will be in another state. We left Kemah excited about the turnout and the vendors loved it. We are planning for next year but things change. ARA is in Dallas and URG is in San Antonio. Both will be great conferences with lots of educational meetings, so I feel we should support both.

I would like to stress the importance of members helping to get new members. We have a very small board and we all work every day in the yard, just as you. However the more board members, the stronger it makes our association become and folks, I meet with some of these associations and they are dwindling. The one thing you can tell someone that you are trying to get to become a member is that "we are the watch dog". Without that we are at the mercy of the state.

Enough bad news. It's almost Christmas and I just wish each of you, your family and employees a joyous Holiday and a Happy New Year. Let's get'em in 2017.

God Bless
James Cooley, Jr.

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Legislative Report

By Bruce Ormand, TARA Legislative Chairman

**Here Ye, Hear Ye, Here Ye!
By the proclamation of the Texas DMV
beware!!!!!!!!!!!!!!!**

Yes that's right once again back by unpopular demand. I am sure that we are all glad the election is over and no matter who you were hoping to win it was an interesting show. As we focus on our news years resolutions to try and lose the weight that will be gained through the Holidays you will need focus on the VTR-340 form as never before.

There have been amendments to the Administrative code that truly affects us and the VTR-340 forms. After speaking with multiple members and directly talking with a regional director for DMV, the directives coming down from Austin to all the regional offices of DMV is that any titles turned in late, that are to make copies and send in to the enforcement agency of DMV. What actions will take place from there we do not know.

The statutes require us to have properly filled out titles before we submit them to DMV but I understand that they weren't truly enforcing it as long as they received the title but all of that has changed. So if you are buying a vehicle or have purchased a vehicle for parts and there are any discrepancies with the title more than likely it will be kicked back to you.

With the rule change of the administrative code we are also caught in the crossfire of being able to have salvage titles reissued on vehicles that the title has been surrendered to the state on a VTR-340 form. What does this mean? It means if you sell a cab off a vehicle that you have already submitted the title to DMV on a VTR-340 form it is now considered a non-repairable title which means a title cannot and will not be issued for this vehicle. TARA met DMV Nov 18th and discussed the problem that creates for us on selling these items and TARA doesn't agree with their opinions on the interpretations that DMV has taken on the current statutes. We are trying work out a resolve at this time and to come up

with a solution that will work for TARA and it's members as well as for the DMV.

We should know something with in the coming weeks and TARA will notify it's members at that time as to the decision from DMV. UAPR's are governed by the The Department of License and Regulations and the only thing that we are subject to DMV is the titling laws and this is where we have found our self in this crossfire. I trust we will come up with a compromise as to not hinder our ability to make a living.

Best Regards to all and a Merry Christmas and Happy New Year to everyone. Take time to smell the roses, do something kind for someone unexpectedly and by all means tell those that are special in your life what they mean to you. We all need a hug or pat on the back.

New Direct TARA Members

BYOT Auto Parts

Lance Thomas

14401 N. Interstate Highway 35

Elm Mott, TX 76640

Phone: (254) 307-2080

www.byotautoparts.com

lthomas@byotautoparts.com

Prestige Auto & Metal Recycling

Keny Daniele

7615 E Mt. Houston Rd, Suite B

Houston, Texas

832-770-9955

keny@prestigescrapmetal.com

www.prestigescrapmetal.com



Earned Income Tax Credit Notification Must be Delivered to Employees by March 1, 2017

Texas employers must notify their employees of the federal Earned Income Tax Credit (EITC) no later than March 1st of each year.

By Cheryll Lambright

For purposes of the EITC notification requirement, an employer is any person or business that employs one or more employees, and an employee is an individual employed by an employer for compensation.

The EITC is a refundable federal income tax credit for low to moderate income workers and families. If EITC exceeds the amount of taxes owed, it results in a tax refund to those who claim and qualify for the credit. To get the credit, workers must meet certain requirements and file a tax return, even if they don't owe any tax or are not required to file.

An employer may provide notice to its employees in any of the following ways:

- In person
- Electronically at the employee's last known email address
- Through a flyer included with a pay stub (wage statement), in paper or electronic form.
- By first-class U.S. mail to the employee's last known address

Employers may use IRS Notice 797 or a written statement with the same wording as IRS Notice 797 when notifying employees. IRS Notice 797 provides employees with the basic information for EITC. For a copy of 797 see link below.

You will not meet the notification requirements by posting Notice 797 on an employee bulletin board or sending it through office mail. However, you may want to post the notice to help inform all employees of the EIC.

For more information from the Internal Revenue Service, including additional materials in multiple languages for informing employees, see www.eitc.irs.gov/Partner-Toolkit/employer.

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ASSOCIATION NEWS

Are you a member of Texas Automotive Recycling Association?

Would you like to feature your yard in the TARA Report?

Tell about the issues you face and how you have met those challenges.

What makes your operation unique?

Let us know the history of your operation or the funny thing that happened recently.

Tell us how you are helping your community or educating them about the difference you make in recycling.

We want to hear from you!

Write an article and submit it to

Cheryll Lambert
at txautorecyclers@gmail.com

To send in a cover photo contact RJ McClellan at rjmcart@rjmc.com for the correct format information.

We love aerial shots!

Become a Club 75 Member

TARA Needs Every Member's Support

Commit to donate \$75 a month to the Association

\$25 for PAC & \$50 for Legislative

TARA must continue to pay a Full Time Lobbyist and build a PAC FUND to keep our industry front and center at the Texas Capital

2017 Legislature Session is ahead and TARA needs to be prepared.

CONTACT:

Bruce Ormand, TARA Legislative Chairman
Bruce@a1partsmart.com • 800-426-5385

- OR -

Cheryll Lambright, TARA Executive Director
TXAutorecyclers@gmail.com • 800-710-8272
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Yearly Reminder To TARA Members Posters at the Workplace OSHA Requirement & Texas Workforce

By *Cheryll Lambright*

Most of you have probably not thought about this little requirement in a long time or probably have not updated them. The State of Texas and the Federal Government require that the employer post SEVERAL notices to the employees. Probably more than you ever imagined!

There several private services that charge a minimal fee that can contract to provide you with both federal and state posters for your workplace. However if you do not want to pay for the service, the posters can be printed form the following links for both federal and state requirements.

Workplace compliance posters required to be displayed can vary from one employer to another. This is a compiled list provided by information from the Texas Workforce and U.S. Department of Labor. Posters can be printed free of charge directly from links on this page or by following links to the U. S. Department of Labor.

It is strongly encouraged that you use the Elaws-First Step Poster Advisor

The ELAWS will take you through what posters your business will require. You are prompted to answer questions

specific about your business and it provides a list for your review. <http://www.dol.gov/elaws/posters.htm>

All Texas employers must display posters containing information on the Texas Payday Law, the Workers' Compensation Program, the Uniformed Services Employment and Reemployment Rights Act, the Fair Labor Standards Act, the Employee Polygraph Protection Act, and the Occupational Safety and Health Act.

To determine whether you are liable under the Texas Unemployment Compensation Act go to: <http://www.twc.state.tx.us/ui/tax/determine-whether-you-need-establish-unemployment-tax-account.html>

Employers liable under the Texas Unemployment Compensation Act must display a poster that includes information about both unemployment compensation and the Texas Payday Law. Also, every employer with **15 or more employees**, and smaller employers with federal grants and contracts, must post the notice entitled "Equal Employment Opportunity Is the Law," which contains information about the Equal Employment Opportunity/Americans with Disabilities Act laws.

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Employers do not need to purchase required posters from private vendors. Government-issued compliance posters do not have to be laminated to satisfy an employer's regulatory obligation. Employers needing additional information about which posters they need to display can call TWC's Labor Law unit at 800-832-9243 or 512-475-2670.

The following is a **GENERAL LIST OF POSTERS** that the majority of business must have.

Texas Workplace Required Posters

- **Texas Workforce Commission**

Required:

- *Texas Payday Law Poster - English (PDF)* <http://www.twc.state.tx.us/ui/lablaw/1110.pdf>
- *Texas Payday Law Poster - Spanish (PDF)* <http://www.twc.state.tx.us/ui/lablaw/1110s.pdf>

This poster is required by the Texas Payday Law, Texas Labor Code, Chapter 61.

If a business is not liable under the Texas Unemployment Compensation Act, but as a Texas employer is subject to the Texas Payday Law, use the Texas Payday Law poster linked above, or request it at 1-800-832-9243 or (512) 475-2670.

If a business's employees are entitled to file for state unemployment benefits and are also covered by the Texas Payday Law request the poster that combines both laws.

- **Texas Unemployment Compensation Act and the Texas Payday Law.**

You can request posters online using Unemployment Tax Services at <http://www.twc.state.tx.us/ui/tax/unemployment-tax-services.html> but you must logon with your TWC ID. If you prefer, you can fax your request to (512) 936-3205. When faxing a request for posters, please include your Texas Workforce Commission Account Number, your address for mailing posters, and the number of posters you need printed in English and printed in Spanish (Spanish-language posters are not a requirement). You can also order posters by calling (512) 463-2747 or any TWC local tax office.

- **Texas Department of Insurance/Division of Workers' Compensation (512) 804-4000**

Required: Workers' Compensation Posters (English and Spanish)
<http://www.tdi.texas.gov/forms/form20employer.html>

All employers are required to inform their employees whether or not they carry workers' compensation insurance coverage. Employers must provide this information by posting a written notice at their

place of business. Refer to 28 TAC §110.101.

- **Texas Department of State Health Services (512) 834-6665**

Required: Texas Hazard Communication Act (PDF) - Texas Health and Safety Code §502.017
<http://www.dshs.state.tx.us/tier-two/pdf/noticeeng.pdf>

The Texas Hazard Communication Act (revised 1993) requires public employers to provide employees with specific information on the hazards of chemicals to which employees may be exposed in the workplace

- **Texas Department of State Health Services (512) 834-6665**

Required: Texas Hazard Communication Act (PDF) - Texas Health and Safety Code §502.017
<http://www.dol.gov/ofccp/regs/compliance/posters/ofccpost.htm>

The Texas Hazard Communication Act (revised 1993) requires public employers to provide employees with specific information on the hazards of chemicals to which employees may be exposed in the workplace

- **Office of Injured Employee Counsel (OIEC) (866) 393-6432**

Required: Employer's Notice of Ombudsman Program
<http://www.oiec.state.tx.us/resources/employernotice.html>



All employers participating in the workers' compensation system must post notice of the OIEC Ombudsman Program. This notice must be posted in the personnel office, if the employer has a personnel office, and in the workplace where each employee is likely to see the notice on a regular basis. This notice is required by OIEC rule at 28 TAC §276.5.

Federal Required Posters

The U.S. Department of Labor (DOL) publishes information for employers on federally required workplace posters and other notices. See Workplace Poster Requirements for Small Businesses and Other Employers for details.

<http://www.dol.gov/oasam/boc/osdbu/sbrefa/poster/matrix.htm>

Some of the statutes and regulations enforced by agencies within the Department of Labor require that posters or no-

tices be posted in the workplace. DOL provides electronic copies of the required posters and some of the posters are available in languages other than English.

To obtain posters or for more information about poster requirements or other compliance assistance matters, you may contact the U.S. Department of Labor at 866-4-USA-DOL (866-487-2365).

- **U.S. Department of Labor - The Uniformed Services Employment and Reemployment Rights Act (USERRA)**

Required: USERRA Poster (PDF)
http://www.dol.gov/vets/programs/userra/USERRA_Private.pdf

USERRA protects the job rights of individuals who voluntarily or involuntarily leave employment positions to undertake military service.

USERRA also prohibits employers from discriminating against past and present members of the uniformed services, and uniformed services applicants.

USERRA, 38 U.S.C. §4334, stipulates the requirements for this poster.

Each employer must provide employees with notice of rights under USERRA. The notice requirement may be satisfied with either a poster (the easiest method) or a clear policy, distributed to each employee, which covers all of the elements of the poster as specified in the USERRA regulations.

- **U.S. Department of Labor (DOL) - Wage and Hour Division**

Required:

- *Fair Labor Standards Act (FLSA) – 29 U.S.C., Chapter 8* <http://www.dol.gov/whd/regs/compliance/posters/flsa.htm>

Every employer of employees subject to the FLSA minimum wage provisions must post, and keep posted, a notice explaining FLSA in a conspicuous place at all worksites. The content of the notice is prescribed by DOL's Wage and Hour Division.

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- **Employee Polygraph Protection Act (EPPA) - 29 C.F.R. Part 801, Subpart D** <http://www.dol.gov/whd/regs/compliance/posters/eppa.htm>

Each employer that, relying on an exemption, requests or administers a polygraph test to an employee or applicant must maintain records setting forth the specific activity or incident that is the basis of the testing; notices setting forth the time and place of the testing and the employee's rights; and copies of reports and other documents provided by the examiner.

- **Family Medical Leave Act (FMLA) - 29 C.F.R. Part 825, Subpart C** <http://www.dol.gov/whd/regs/compliance/posters/fmla.htm>

The Act requires FMLA-covered employers to post and keep posted, in conspicuous places where employees are employed, a notice explaining FMLA's provisions and providing information concerning the procedures for filing complaints of violations of FMLA with DOL's Wage and Hour Division.

For questions concerning coverage, go to the <http://www.dol.gov/compliance/guide/index.htm>

Or call DOL's Wage and Hour Division toll-free at 1-866-487-9243. To contact the nearest DOL district office, call:

Dallas	(817) 861-2150
Houston	(713) 339-5500
San Antonio	(210) 308-4515
Corpus Christi	(361) 888-3520

- **U.S. Department of Labor - Occupational Safety & Health Administration (OSHA)**
Required on a case-by-case basis: It's the Law - Job Safety and Health
<https://www.osha.gov/pls/publications/publication.athruz?pType=Types&plID=5>

Each employer must post and keep posted the notice or notices furnished by OSHA that inform employees of the protections and obligations provided for in FLSA.

For assistance and information, including copies of FLSA and specific safety and health standards, employees can contact the employer or the nearest OSHA office. Such notice or notices must be posted by the employer in each establishment in a conspicuous place or places where notices to employees are customarily posted. Each employer is required to take steps to ensure that such notices are not altered, defaced, or covered by other material. This requirement is documented at 29 C.F.R. Part 1903, Chapter 2.

Regional OSHA offices:

• Austin	(512) 374-0271
• Dallas	(214) 320-2400
• Lubbock	(806) 472-7681
• Fort Worth	(817) 428-2470
• Corpus Christi	(361) 888-3420
• Houston North	(281) 591-2438
• Houston South	(281) 286-0583
• El Paso	(915) 534-6251
• San Antonio	(210) 472-5040

- **U.S. Equal Employment Opportunity Commission**
1-800-669-3362

Required: Equal Employment Opportunity Act and the Americans with Disabilities Act of 1990
<http://www.dol.gov/ofccp/regs/compliance/posters/ofccpost.htm>

Every employer covered by the nondiscrimination and Equal Employment Opportunity (EEO) laws is required to post the Equal Employment Opportunity is the Law notice on its premises. The notice must be posted prominently, where it can be readily seen by employees and applicants for employment. The notice provides information concerning the laws and procedures for filing complaints of violations of nondiscrimination or EEO laws with the Office of Federal Contract Compliance Programs. The posting of this notice is required under the *Civil Rights Act of 1964, Title VII (P.L. 88-352) §§2003-2010.*



Sterling Payment Technologies Credit Card Processing Save Money with Direct Processing

Sterling Payment Technologies is reaching out to Auto Recyclers to become the preferred credit card processing for the industry. Sterling B2B Group is a business unit of Sterling Payment Technologies that is providing cutting edge electronic payment processing services and solutions to B2B (Business-to-Business) merchants and corporations throughout the U.S.

There are over 5000 companies that sell merchant processing in the United States, including banks and brokers. All of the resulting transactions signed on by those resellers are funneled down through eight companies for processing. Sterling Payment Technologies is one of those eight companies but they process their own data. Why is that important for the Auto Recycling Industry? It allows Sterling to cut out the middleman (aka "Merchant Services") and the costs associated with it, resulting in a savings up to 30% on the processing fees.

Sterling B2B Group services include:

- **Innovators of B2B Technology** - Sterling was the first B2B processor to trademark Interchange Management® Technology. Interchange Management provides ongoing management of your transactions. Simply stated, the technology automatically matches your transactions to the appropriate rate category to ensure it qualifies

for the best possible rate. We take the guesswork out of Level II, Level III and large-ticket reporting requirements. This saves our clients valuable time and processing errors by automating the transactions.

- **PCI Compliance** – Automatic enrollment in our PCI Program which provides \$100,000 of breach coverage the day you become a customer.
- **Agreement** – Our services are month-to-month agreements with no cancellation fees. We have a client retention rate of 96%
- **EMV compliant** – Sterling was one of the first in the industry to support EMV terminals and offer greatly reduced pricing on EMV compliant systems.
- **Business Insights** - Robust reporting provides fast and easy online access to transaction details to help effectively manage your business.

Educational Series:

- **Monthly webinar** – On the last Thursday of each month, Sterling hosts a free webinar focused on specific payment topics. From Best Practices to EMV and PCI, they discuss what impacts your business
- **"Ask Howard"** – The resident B2B Payments Expert, Howard Cooper, answers questions you may have about your specific business and payment processing in an open call and short 2 minute videos.

Contact Info: Howard Cooper (888)564-9564, ext. 3000 or howard.cooper@sterlingpayment.com

File A Complaint On Unlicensed Used Automotive Parts Recyclers (UAPR)

TARA Will File the Complaint For You!

Contact Cheryll

www.txautorecyclers@gmail.com

800-710-8272

- Or -

Follow the link below and Complete the
Complaint Form for TDLR
<http://tinyurl.com/unlicensedAutoRecycler>



We May Not Be Selling Cupcakes But We Can Still Offer Outrageous Customer Service

By Paul D'Adamo

<http://www.recyclinggrowth.com> | Nov 8, 2016

Sometimes I wish we were selling Cupcakes. It sounds so easy. Some flour, sugar, eggs, water and voila . . . cupcakes which we could sell by the thousands. In fact, there are a lot of business ideas that seem easier than what we are doing every day . . . selling Genuine OEM Recycled Auto Parts.

People love cupcakes and they might actually come from near and far to get one. "Wow, that was just heavenly" might be a comment you would hear after someone took a major league bite from a scrumptily delicious cupcake from the world renowned Pauly D's World Famous Cupcake Factory. Hungry yet? Along with the fabulous cupcakes, customers would receive outrageous customer service.

Reality - Cupcakes will be a hot commodity until the next big sweet treat comes along. The Auto Recycling Industry has been around since the invention of the automobile. I believe that as long as there is transportation, there will be a market, in some form or another, for Genuine OEM Recycled Auto Parts.

The fact is we are not selling cupcakes. People eat cupcakes because they want to, not because they have to. There it is, 'have to.'



That's what the recycled parts business is all about, supplying auto parts to customers who don't just want to buy a transmission today because it makes them feel good, they buy because they "have to," because they "have to" go to work or they "have to" get the kids to soccer practice. You see, that is exactly where our customer service opportunity is. We are used to giving customers what they want, how about we give them more than they expect? Outrageous Customer Service starts with a smile and a willingness to go beyond ordinary. We need to focus on being problem solvers and trouble shooters, not just order takers.

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AUTOMOTIVE RECYCLERS ASSOCIATION



Let's face it, anyone can make a decent cupcake. In fact, cupcakes don't have an interchange number, it's just flour, eggs, sugar and water with some marketing thrown in for good measure.

What's your point Paul?

We have an amazing opportunity to use our business model as a platform for Outrageous Customer Service. I'm convinced of this. In many cases, we have some fairly unique product offer-

ings that you can't get at the local supermarket or parts store for that matter. So when you get that call for a part . . . you must treat it like gold.

That customer has chosen you! They have scoured the internet and done most of the work for you. They have a transportation problem and they need you to help them solve it. They just want the part that you have to show up at their door in the condition you described, at the time you told them to expect it (maybe earlier), for the price you posted. And they really, really want you to treat them like they were family.

Five major opportunities for outrageous customer service:

- **Condition** - Correct and accurate mileage/part description/comments
- **Time** - Prompt availability, delivery or shipment
- **Price** - A good value price based on condition/mileage
- **Warranty** - A warranty that says "we will stand behind our product"
- **Customer Service** - Outrageous, friendly, concerned

You want customers to say "WOW" on a consistent basis. Our industry does not have the best reputation of doing this. I hate to throw the egg shells in your cupcake batter but it's true. Which means we have lots of Opportunity to win over customers. Every day on every call.

As an Owner, I would love to get calls like "Mary was extremely helpful and got me what I needed" or "I received

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ASSOCIATION NEWS

the part today and it was better than described, Thank You for the awesome service." WOW!

Turning Returns into Repeat Customers

"But what if they want to return the part because they don't need it." I say treat them like gold and if they are willing to ship back promptly, we will gladly give them a refund. Don't sweat it. The good will and word of mouth advertising that you provide will double the negative press you will get if you insist on a 20% service charge or sorry, we can only give you a store credit. Let's not get greedy folks. No one is going to go broke maintaining a 10% credit rate.

We have got to take all of the preconceived notions that customers have about us and turn them on their head. Heed my words, we will either grow and succeed on our outrageous customer service or we could very well become an awesome piece of nostalgia. It's your choice.

Wrap Up & Takeaways:

- Act Now! Create a Plan to re-train everyone in sales, delivery
- Tell your sales people that phone customers know when they are smiling
- Be creative regarding all aspects of the "Customer Experience"
- Dare to be Different
- Always be truthful regarding mileage, condition, part status, and delivery time
- Figure a way to be outrageous so customers give you a WOW!
- Engage customers like Zappos, deliver like Amazon and you will build a family of repeat customers that will generate word of mouth advertising.

Marketing Gury Shiv Singh once said "The purpose of a business is to create a customer who creates customers." Let's start today and change the world as we know it.

Are you getting the WOW from your customers? Answer the following 8 questions on customer service.

Outrageous Sales & Customer Service

We have combined Sales & Customer Service due to the nature of most sales offices in the Auto Recycling industry, which includes a combination of walk-in and phone-in customers. Our "Sales" people must be able to handle retail and wholesale trade customers while also handling customer service issues.

Does your staff need this training? Ask the following questions:

1. Do all of your sales/customer service staff follow a friendly, professional script when answering and finishing a phone call?
2. Does your sales/customer service staff understand the true value of the customer?
3. Do your sales/customer service staff follow through on quotes daily?
4. Do your sales/customer service staff handle customer service issues promptly?
5. Does your sales/customer service staff have sales goals? Do they know their credit percent? Do they know their close rate?
6. Are all customers welcomed when entering your store and treated with respect?
7. Does your sales/customer service staff accommodate our diverse customer demographic?
8. Are your sales/customer service employees compensated on increased sales?

Future growth can only be accomplished if you have the right people in the right place with a defined mission. Job skills training gives an employee a sense of value and builds loyalty to your company. There is no substitute for an educated employee.

Contact us for more information.

Paul D'Adamo has been in the auto recycling business for 27 years. He and wife Lynn are the owners of Recycling Growth, a consulting, coaching, and training company that serves the auto recycling industry. Former owners of Bill's Auto Parts in Cumberland, RI, they sold their award-winning business in 2013. Contact paul@recyclinggrowth.com or 401-458-9080



What Is The Big Deal With Deliveries?

By Jim McKinney – Owner, EZ Management Solutions

I mean it is simply the act of taking parts to a customer that purchased them right? In most cases in our industry we do it for free, why should I go the extra mile? (pun intended)

I'll tell you why – deliveries are everything today, whether it's a used door or a new drill you bought on Amazon, our expectations for delivery in today's world have come a long way. We all like expectations to be set for us, and we really like it when they have been met, and if they are exceeded we are blown away. If you order something from Amazon they keep you informed the whole way through the process until the item you purchased is in your hands.

Our business is no different. Unfortunately, our industry has been notorious for not being on-time and accurate be it deliveries or part descriptions, two of the most common expressions you have heard in our industry in the last 10 years are "on time" and "as described".

These are two of the things we all strive for each and every day. The good news is we can change it. The other really good news is by doing it you can not only increase customer satisfaction, but you can save money while doing it. How many business opportunities over the years have offered increased customer satisfaction with a bonus of decreased cost? I can't think of any.

You have to change your processes and your way of thinking. When you go to most yards you will see a dispatcher who is managing chaos every day. Most of what he/she does is putting out fires. They are most generally a very hard worker and care about doing their job as best as they can. They usually work long hours and are dedicated.

They have a fundamental problem – they are making decisions based upon emotion and squeaky wheels instead of a guided process with purpose. When your salesperson calls them with that last second delivery they will most likely say that it is their best customer and that we will lose the cus-

tomers if we don't pull this delivery off today. We will pull parts pullers off of their current duties, get inventory guy's involved and hold drivers back in order to try to please this one customer with a \$30-part need that he waited too long to order and in many cases it is returned for various reasons. This process happens over and over each and every day at many of our facilities – and typically it is the same customers that have this issue.

I like to use this example... I used to own a pool hall. We had weekly pool tournaments and they were advertised as starting at 6 pm. Invariably, the best players (customers) were late. We would hold the tournament up for these guys sometimes for an hour. An older customer told me – if you keep holding up this tournament for 1 or 2 guys you will soon lose the others that are here every week – and on-time. Start the tournament on-time every week and the "good" players will learn to show up on time. As much as I was afraid of losing these "big dogs", he was 100% right. When we started doing that they started showing up on time.

This is just some of what EZ-Route can help you fix. Yes, it is a software, but in reality what it actually does is guide you through a process and helps your dispatcher make informed decisions. It can drastically reduce your miles driven and overtime costs. We have customers that have realized \$50,000 in savings over a year period. Your dispatcher is managing an organized process instead of chaos. Your salespeople are informed and can tell the customer what time the driver will arrive – UPS can't even do that.

Jim McKinney
 Owner, EZ Management Solutions
 419-747-0100
www.ez-route.com
Jim@ez-route.com



MEMBERSHIP APPLICATION

Texas Automotive Recyclers Association

*The undersigned hereby applies for membership in the Texas Automotive Recyclers Association and agrees to be bound by its bylaws accordingly.
By-Laws are available at www.texasara.com.*

(PLEASE PRINT)

Date: _____

PRIMARY Yard Name: _____

Address: _____

City: _____ County: _____ State: _____ ZIP Code: _____

Business Phone: (_____) _____ FAX: (_____) _____

E-Mail: _____ Web site: _____

Company Owner/Manager: _____ Title: _____

Specify Company Type: Sole Proprietorship _____ Partnership/Type _____
 Corporation/Type _____ Other _____

TDLR Used Auto Parts Recyclers License No.: _____ TCEQ Storm Water Permit Number: _____

ADDITIONAL Yard Name: _____

Address: _____

City: _____ County: _____ State: _____ ZIP Code: _____

Business Phone: (_____) _____ FAX: (_____) _____

E-Mail: _____ Web site: _____

Company Owner/Manager: _____ Title: _____

TDLR Used Auto Parts Recyclers License No.: _____ TCEQ Storm Water Permit Number: _____

Please indicate category below:

- Direct Primary Member \$400.00 per year Associate Member \$400.00 per year
 Additional Yard(s) - \$125.00 per yard/per year

Please attach information for all additional yards

Payment Information

- Check Enclosed (payable to TARA) MasterCard Visa Discover American Express
 Automatic Monthly Credit Card Payment: \$35.00 per month (*Payment includes a \$1.67 a monthly credit card processing fee for a total of \$420 annually. Charges will continue on a monthly basis and membership will automatically renew unless written notice of cancellation is received 30 days prior to monthly charge.*)

Card # _____ Verification Code: _____ Expiration Date _____

PRINT Name of Cardholder _____

Signature of Cardholder _____

Address: (If different than above address) _____

**Return to: TARA • c/o Cheryl Lambricht • PO Box 3547 • Galveston, TX 77552
txautorecyclers@gmail.com • TEL: 800-710-8272 • FAX: 713-461-1515**



ASSOCIATE MEMBERS

Auto Data Direct, Inc.
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Phone: 214-426-6449

Brock Supply Co.
Phone: 800-528-4400

Car-Part.com
Phone: 859-344-1925

Electric Guard Dog
Phone: 803-786-6333

Hollander, A Solera Company
Phone: 800-825-0644, Ext. 2449

James Environmental
Phone: 512-244-3631

Lamb Fuels, Inc.
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Be sure to consider our associate members first for your business needs. Visit our website for full contact information www.texasara.com

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