



Missouri NEWS

Auto & Truck Recyclers

Serving the Membership of the Missouri Auto & Truck Recycler Association

April/May 2018

From the President

By Eben Shantz

Please Don't Shoot

Although the title reverberates for other reasons right now, my point with that statement was to convey that at any and all costs we need to sit and think before we start "shooting" people. There is a myriad of factors that go into every single problem that comes across our desks: when a dismantler comes to you that they dropped a part, a salesman sells the wrong interchange part, a part picker gets the passenger instead of driver's side mirror.

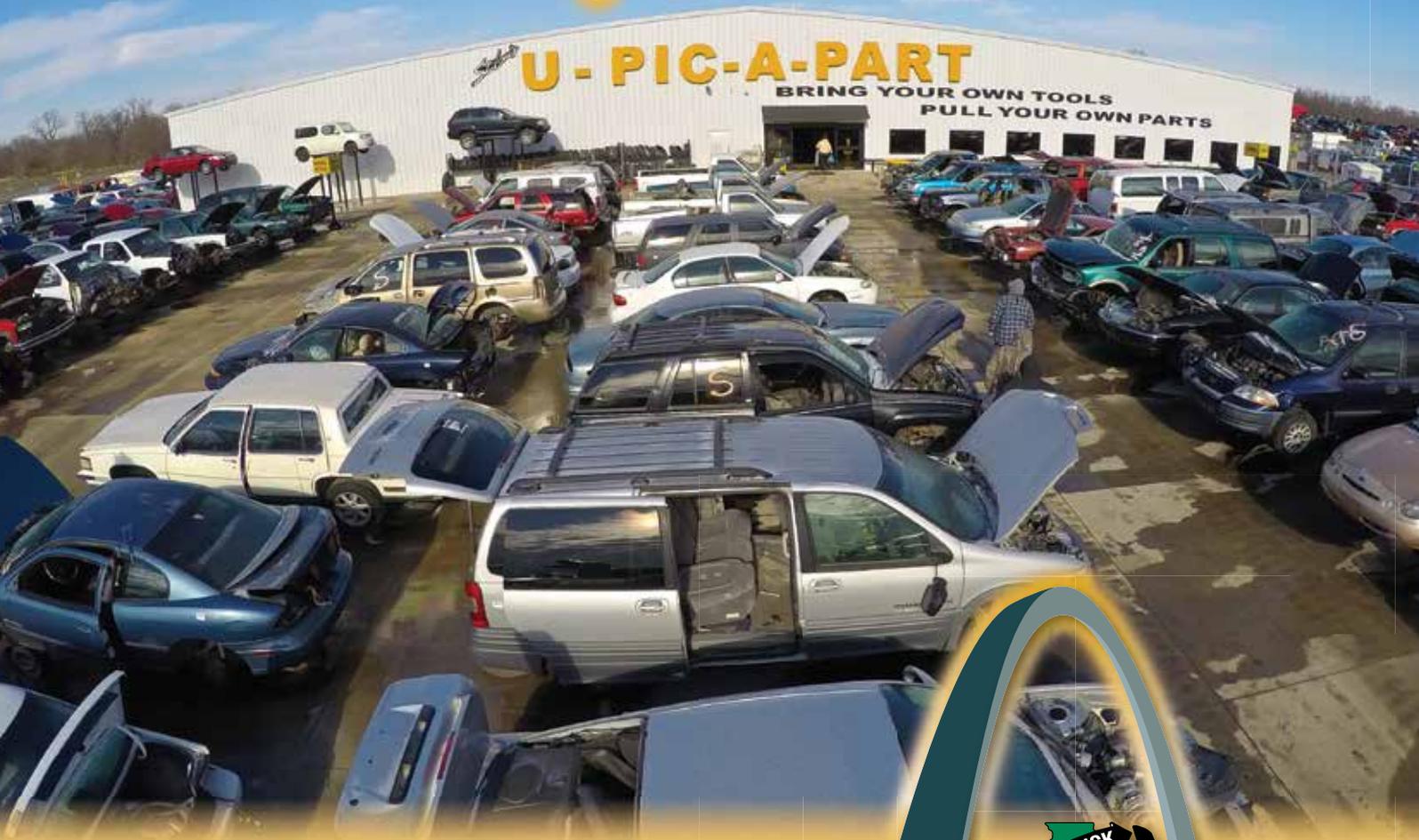
The knee-jerk reaction is get out that figurative "boss gun" we all keep holstered up and come out shooting, and I can't tell you how wrong that is.

In the above circumstances: the dismantler was avoiding another person, the salesman was trying it out because the customer requested to try it, and the parts picker showed he had an earlier order version that had the different side listed mirror on it that had changed. I've found that if you trust your people, they want to do a good job and make the company work....after all, THEY need the job too!

The continuing issues we all have will continue. It's just a face of this business. Now you can choose to get mired down in the onesy-twosy issues or understand that things will never be REMOTELY close perfect in the used parts world, so put the "gun" away. I haven't been at the helm of this company nearly as long as most of you have, but I can tell that ABSOLUTELY POSITIVELY ZERO comes from berating an employee, customer, or unfortunately casual bystander.

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eben@modernimports.com

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Rich Industries, Inc.
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Mark Baumgarten

Mack's Auto Parts
295 River City Blvd.
St. Louis, MO 63125
(314) 638-5422
sales@macksautoparts.com

Treasurer

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43 Auto Recycling
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(417) 781-7904
Rhonda@43auto.com

Ex-Officio

Jason Tourville

Hwy 160 Import Salvage
1421 S. Main St.
Nixa, MO 65714
(417) 725-2643
jason@160auto.com

Publisher

For information on advertising, please contact R.J. McClellan, Inc.:

R. J. McClellan, Inc.

2357 Ventura Drive Suite 110
Woodbury, MN 55125
Phone: 651-458-0089
Toll Free: 877-525-4589
Fax: 651-458-0125
Email: newsletters@rjmc.com

Ron McClellan

Advertising Sales
Sheila Cain
Managing Editor
Sheila Cain
Layout & Design

Board Members

Out-State (6)

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Mott Auto Inc.
20451 Hwy W
Lebanon, MO 65536-8070
417-532-3914
ramott1@hotmail.com

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mzsatz@swbell.net

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Car-Part.com
104 S. Pine St, Ste. 2
Florence, AL 35630
(256) 765-2315
drew@car-part.com

Executive Director

Randy J. Scherr

101 East High Street, Ste. 200
P.O. Box 1072
Jefferson City, MO 65102
(573) 636-2822
(573) 636-9749 fax
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

Check us out online at www.matronline.com

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Missouri Automobile and Truck Recyclers Association

Missouri Auto & Truck Recyclers News

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President... continued from cover

Now what to do when you're absolutely sure constructive criticism and action need to take place?

That is something you'll have to tailor that individual person you are working with, there simply isn't a "one size fits all" way to approach people. If it's a problem that is physically in front of you with no time to process everything, a simple, "We/I are so sorry that x is going on, what do you think is a fair thing I can do to make this right for everyone?" Disarm...diffuse...move forward. Always ask for the person with the issue to propose a solution. If the response is, "you just need to fix it", I've found that if you can get them involved in the solution it tends to work out best for everyone.

Above all, be easy on yourself, you got the company to this point and a few rock chips won't hurt too badly.

In summation: Don't shoot anyone: your employees, your spouse, your kids...it doesn't do anyone ANY good!

◆

HELP!

Can you help to continue MATR News?

This newsletter is supported by the advertisers in it *and we thank them!!* But the advertising support for the newsletter has fallen below the costs of production and mailing.

This newsletter is mailed to all the automotive recyclers in Missouri. It carries the news from MATR free of charge as a service to the association.

Can you support MATR News?

Call 877-525-4589

Let's Talk Recalls . . .

By Katie Stark & Paul D'Adamo

Legal Questions

- Q Is there a penalty or fine if I sell a recalled part?**
- A It is illegal to sell a known/documented recalled part. Fines can run up to \$21,000 per violation. More importantly, sales of airbags could result in injury or death.

Materials and Shipping Related Questions

- Q Is there a fee for shipping materials?**
- A No, ALL shipping and shipping materials are covered by RAS.
- Q How often do I need to ship my air bags and what is the maximum number of airbags I can ship at one time?**
- A Most recyclers ship monthly as part of their process and while we can ship smaller quantities, most recyclers accumulate bags weekly or monthly. 110 airbag boxes can fit on a standard pallet.

- Q Can I deliver airbags to RAS on my delivery truck?**
- A Due to DOT and HazMat regulations, we ask that you call us for pick up through one of our certified freight carriers.

Process and Procedures Questions

- Q There are airbags on recall but they are not on my RAS list for purchase.**
- A RAS can only purchase bags for Automakers that are on our list. See our website for the most current list. Each Manufacturer determines their level of participation.

Q I want to know which cars have recalls ASAP. How do I Identify recalls on incoming vehicles?

A We do recommend verifying VINS for recall upon arrival at yards. There are several ways to verify VINS:

- Log in to rascorepro.com to view active recalls in your inventory
- Hollander issues monthly email blasts specific to your yard inventory on Eden
- URG has a Recall Hot Key that works with Checkmate, Pinnacle PRO and Powerlink. The Hot Key is available to URG Members and Non-Members
- For higher volume self-serve operations, RAS can provide additional data integration services

Q Is there a Best Management Practice when selling non-recalled airbags?

A Yes, run the VIN through the previously mentioned check points at the Point of Sale. Once the report displays that there are no recalls on the airbag, print and attach to your invoice. Some recyclers scan that report and attach to their YMS.

Payment for Recalls

Q Do I get paid for the air bags we remove from our vehicles?

A Yes, current pricing \$55 Driver's, \$60 Passenger Side. All bags must be validated at check-in.

Note: Recalls are not Cores. Recalls are subject to VIN Validation, set pricing, and special hazmat packaging requirements

Q When can I expect a check?

A Checks are paid within 30-45 days of Check-in at our facility, not from time of pick up.

Certifications

Q What training and/or certifications are available for our employees?

A ARA offers ARA PRO which covers Airbag Training & Certification, Hazardous Materials Training & Certification, and Airbag Inspection (see airbagresources.com for more info) VET Environmental also offers stand-alone training (vet-env.com)

Cash Flow

Q Will pulling Airbags help my Cash Flow?

A Absolutely! The average ticket for a set of airbags is \$115. What is your average ticket?

A What is your average cost per vehicle? Buying Vehicles in the \$300 range, \$115 represents almost 40% of your purchase price. If you are a full serve dismantling shop; put Recalls on your dismantle report; 1 Parts for Stock, 2. Cores, 3. Recalls. EZ as 1-2-3!

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Your Recall Authority

Questions? Call the Recall Business Team 877-829-1553 x 160

Katie the "Recall Gal" and Paul the "Recall Guy" represent the RAS Recall Team. Their Mission is to rid the planet of defective Airbags.

Want to join the Mission? Call our Recall Team 877-829-1553 x 160.



How Do You KEEP Good Employees?

By Theresa Colbert

I was fortunate to be the moderator for several round table panels these past few months. One of the most frequently asked question was, "how do you find good employees?" But, I think that the real question should be, "how do you KEEP good employees?"

I spend so much time with recyclers that I see the "good" employees, "the "bad" employees, and lots of "in between" employees. One thing I don't see a lot of are the "great" employees! When I do see the great ones, I go back several months later and that person no longer works there. Then the owners are asking me, "where do I find good employees?" I want to ask them, "what did you do to keep the GREAT employee that you had? What could you do differently?" Or, as my daughter was asked in an interview recently: "If we hire you, what do we need to do to keep you here for 5 years?" Wait! What did you ask??? You want to keep me here for 5 years?! WOW! What a concept! You

don't want to have to hire, retrain, hire again, retrain again, repeat over and over? You actually want to hire an employee AND keep them for many years??? I love this idea! My best recyclers with long-time employees do this very thing!

Many years ago, I managed an engine replacement/auto repair business. Our "comeback" percentage was VERY LOW! We did not keep techs very long if they could not do the job correctly. I actually had a sign made up that said, "Does it you cost you less to do the job right the second time?" NO! It costs us MORE! First of all, the techs worked flat rate, so they did it the second time for free if they messed it up. Second, it cost us in customer service by having jobs delayed or (heaven forbid) a customer driving off in a car that was not fixed correctly! I want signs made that say, "Does it cost you less to retrain another employee? And another? And another?"

In our business, we work hard to buy nice product, we test the parts, we have nice delivery trucks, and I could go on and on about the things that we pay attention to in order to make our yards and customer experience better. But, a LOT of yards seem to forget that our employees are our number one investment. I am not talking about having the highest paid employees either. I have noticed that there seems to be a several reasons people quit jobs. When you look at studies that show what keeps people in a job or company, salary or money is never the number one reason people leave or stay. I am not saying that salary is not an issue - just not the number one issue.

Why DO people leave their jobs?

- **Lack of recognition** - Employees want to know that they are doing a good job! Put a “kudos” or “caught you doing a great job” program in place where managers or other employees can recognize when someone goes above and beyond. Some of my yards give prizes or the employee gets to leave one hour early for doing extra. It does not cost a lot to say, “thank you, I noticed what you did today!”
- **Micro managers** – When you get a great employee, tell them what you expect and let them do their job! You do not have to follow them around and make sure that they do it “your way!” I once had a boss yell at me because I put the postage stamps on sideways. The post office didn’t care, but he did!
- **Offer competitive wages** – Last April, Business Insider had an article on keeping employees. They asked, “Do you offer fair compensation, based on clearly stated goals? Are there monetary incentives to make a difference, such as bonuses, that reflect above-and-beyond achievement? To retain your best people, demonstrate your satisfaction with their work through competitive salaries that at least match industry norms.”

There are obviously a LOT of other reasons employees leave: overwork, lack of trust, not knowing what is expected of them, job safety. I could go on and on as I am sure that all of you can. I can do an entire article on “why we should get rid of this employee” but we will save that for another time. With the new year upon us, it may be a good time to reflect on what we are doing to KEEP our great employees!

As always, if you have any questions please feel free to email me, text me or call me: TheresaC@Car-Part.com 859-802-2382.

Theresa Colbert is an on-the-ground representative for Car-Part.com. She goes into the dismantling yards and helps the customers decide which of the products in the Car-Part suite best fits their needs. With her background in aftermarket and from working “on the recyclers side of the counter” Theresa is a firm believer in our industry and the value that recycled parts have. With over 23 years of industry experience, she has seen the auto recycling world from almost every point of view. Theresa speaks at industry trade shows, give classes to recyclers and writes a monthly articles for trade publications.

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Helping Successful Recyclers Get More for Their Converters

By Becky Berube

In converter recycling, the best recyclers know their numbers and partner with companies that educate. Knowing key metrics about your converter loads safeguards you against misleading key metrics, like your average price per unit, and increases your bottom line.

Every recycler looks at his or her average converter price. It's an easy metric to track but an even easier number to get wrong if you didn't get an accurate whole-body count before you shipped. You would be surprised how many recyclers consider the average sales price as gospel, but do not take the time to count their load before selling it. Relying on your processor to count for you, could be costing you.

The average unit price is just one of many key metrics when it comes to converter recycling. There are many more. Each key metric effects your profits and how you view and choose your processing company. Unfortunately, it is very easy to be misled in converter recycling.

To avoid common pitfalls in converter recycling, we suggest the following actions.

Know your count before you sell. Train a key person to count and inspect the converters before you package them up. Teach him or her the difference between the ceramic and metallic (foil/wire) converters. And if you are selling on assay recovery, send in the empties if they have just a little catalyst in them. A good processor will cut those and add that material. Also, if it's genuinely empty, you and the processor will both agree that it is.

Become an educated seller. Work with a company that believes in educating you about your loads. A good company will not hesitate to explain your invoice and how the numbers are derived. With selling on assay recovery, your results can be verified. That's the beauty of the program. However, as with all science and commodity sales, we are taking something complex and simplifying it for ease. This lack of uniformity across companies that process and refine, makes you an easy target for skimming weight, actual value, and YOUR profits.

Audit your program. Become a data junkie. Learn all the key metrics to avoid misleading data, like your average converter price, and track true sales. You will be amazed as you gain data points, how easy it is to get misled.

At United Catalyst Corporation, we educate recyclers every day. Stephen R. Covey once said, "If the ladder is not leaning against the right wall, every step we take just gets us to the wrong place faster." We believe data doesn't lie IF you know how it was derived and how to interpret it. If you have questions about this article or converter recycling in general, visit www.unitedcatalystcorporation.com.

Becky Berube serves the recycling community as President of United Catalyst Corporation, Co-Chair of the Automotive Recycling Association's Events Advisory Committee, and is an ExCom Board Member of the International Precious Metals Institute.

Membership Renewal Notices have been sent out. Please send in your renewal today!



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Thank you for your support!



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